



Infosys BPO Customer Management Services

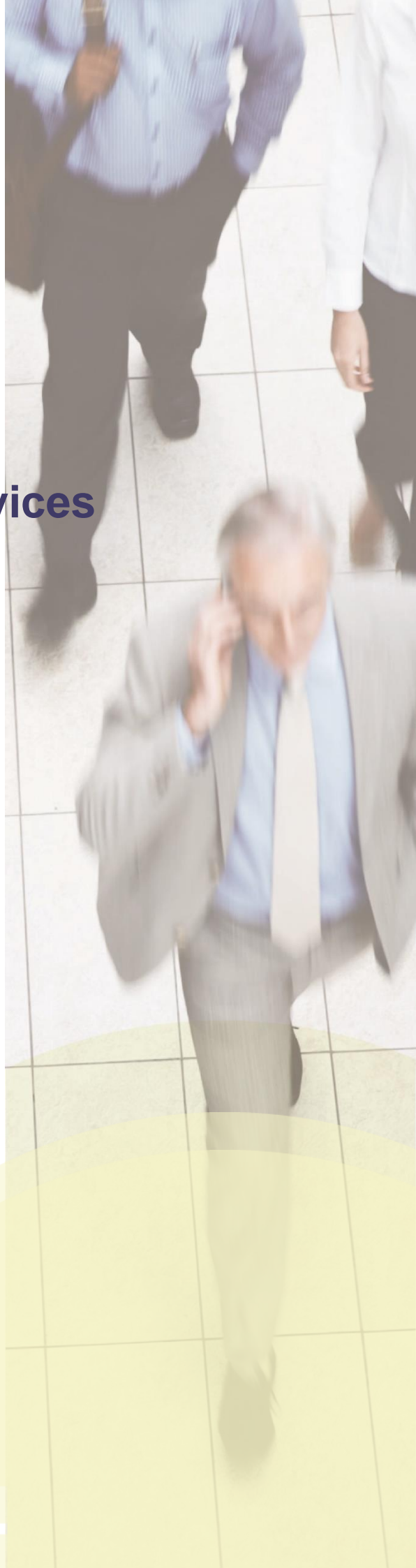
Vendor Assessment
Report Abstract

August 2016

By Ivan Kotzev
Industry Sector Analyst
NelsonHall

9 pages

research.nelson-hall.com





Who Is This Vendor Assessment For?

NelsonHall's Customer Management Services (CMS) profile on Infosys BPO is a comprehensive assessment of Infosys BPO's offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CMS and identifying vendor suitability for CMS RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector.

Key Findings & Highlights

Infosys' BPO subsidiary was established in 2002 and offers customer management services alongside F&A services, legal processing, HRO, digital media services, knowledge services (KPO), sourcing and procurement services, and sales and fulfillment.

It offers customer management services in:

- Customer care
- Sales
- Technical support
- Fulfillment and back-office
- Collections
- Consulting and analytics.

Scope of the Report

The report provides a comprehensive and objective analysis of Infosys BPO's CMS offerings and capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, weaknesses, and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery locations.



Contents

1. Background

2. Revenue Summary

3. Key Offerings
 - 3.1 Pricing and Commercial models

4. Delivery Capability and Partnerships
 - 4.1 India
 - 4.2 Europe
 - 4.3 U.S.
 - 4.4 LATAM
 - 4.5 Philippines
 - 4.6 China
 - 4.7 Technology

5. Target Markets

6. Strategy

7. Strengths & Challenges
 - 7.1 Strengths
 - 7.2 Challenges

8. Outlook

Report Length

9 pages

CMS Vendor Assessments also available for:

Aegis, Alorica, Capita, Concentrix, CSS Corp, EGS, Hewlett Packard Enterprises, HGS, Firstsource, Intelenet, Minacs, Sitel, Sutherland, Sykes, Tech Mahindra, Teleperformance, TeleTech, Transcom, transcosmos, Webhelp, Wipro, WNS, Xerox Services.