



CSS Corporation CMS in High Tech

Vendor Assessment

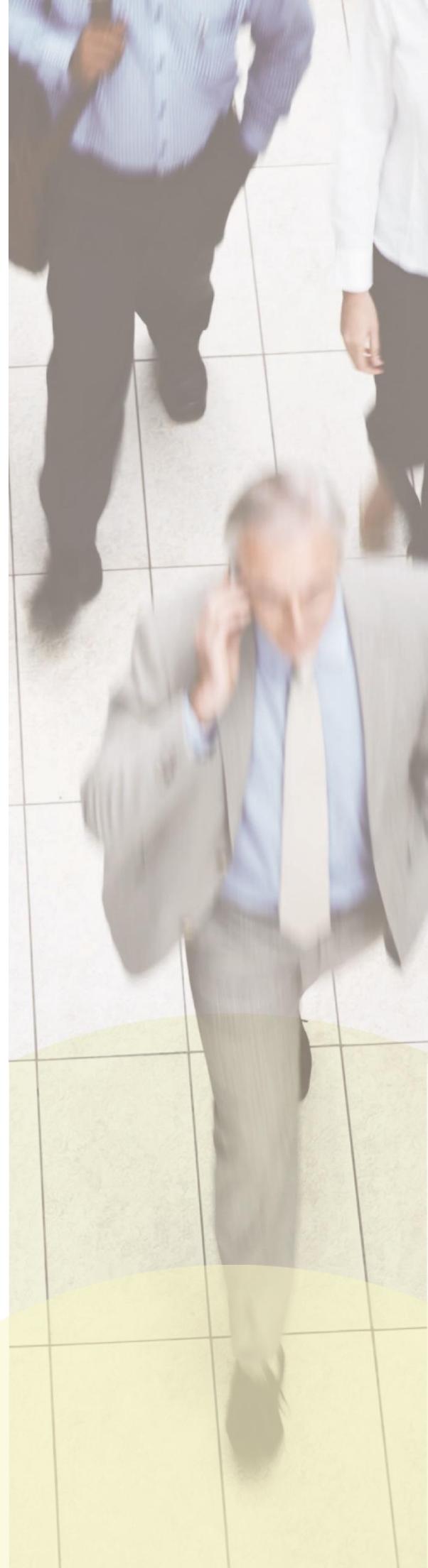
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's CMS in high tech industry sector profile on CSS Corporation (CSS Corp) is a comprehensive assessment of CSS Corp's high tech sector customer management services (CMS) offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CMS to serve the high tech sector 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

CSS Corp is a private company headquartered in Chennai, India. Currently, it provides technical support for enterprise and consumer products, manages IT infrastructure, provides remote infrastructure support including mobility solutions and cloud enablement, and provides carrier network support. It is focused on helping its clients increase revenues, optimize costs, and enhance IT availability and business efficiency.

CSS Corp employs ~5.5k employees across four continents, has 13 delivery locations, and supports 25 languages. Its delivery is provided from India, the U.S., the Philippines, Poland, Mauritius, Costa Rica, and China.

CSS Corp has ~1.6k dedicated agents supporting its CMS high tech clients from its global delivery centers. CSS Corp has contact center sites supporting high tech clients in India, the Philippines, the U.S., Poland, China, and Costa Rica.

CSS Corp has a diverse global client footprint. It provides a range of offerings to the high tech sector, including:

- Customer care
- Subscription management
- Technical support
- Paid technical support.

Scope of the Report

The report provides a comprehensive and objective analysis of CSS Corp's high tech sector CMS offerings, capabilities, and market and financial strength, 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 CMS high tech sector customer base, including the company's targeting strategy and examples of current contracts
- Analysis of the company's high tech sector CMS offerings and key service components
- Analysis of the company's delivery organization including the geography of delivery locations used for CMS high tech sector clients.



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