



# **Aegis CMS in Telecommunications/ Cable/Satellite**

**Vendor Assessment  
Report Abstract**

**September 2014**

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**11 pages**

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## Who Is This Vendor Assessment For?

NelsonHall's CMS in telecommunications/cable/satellite industry sector profile on Aegis is a comprehensive assessment of Aegis' telecommunications/cable/satellite sector customer management services (CMS) offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CMS to serve the telecommunications/cable/satellite 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

Aegis is a privately-held outsourcing and technology services company headquartered in Mumbai, India. Aegis was founded 30 years ago in the U.S. and currently has operations in 56 locations across 13 countries. It has ~55k employees and a 40k seat capacity supporting ~300 clients. The company is wholly owned by Essar, a \$39bn conglomerate.

In July of 2014, Essar announced the sale of Aegis' operations in the U.S., the Philippines and Costa Rica to Teleperformance for \$610m. The transaction will involve the transfer of 19k agents (18k work stations) in 16 centers, representing ~\$400m in annual revenues.

The majority of Aegis' CMS telecommunications/cable/satellite clients are based in the India. The company provides CMS support in a range of offerings including:

- Customer care/technical support
- Service provisioning and credit management

Aegis has ~24k agents supporting telecommunications/cable/satellite clients from 56 contact centers in 13 countries. Aegis does not utilize work at home agents (WAHA) for its telecommunications/cable/ satellite clients.

## Scope of the Report

The report provides a comprehensive and objective analysis of Aegis' telecommunications/cable/satellite 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 telecommunications/cable/satellite sector customer base, including the company's targeting strategy and examples of current contracts
- Analysis of the company's telecommunications/cable/satellite sector CMS offerings and key service components
- Analysis of the company's delivery organization including the geography of delivery locations used for telecommunications/cable/satellite sector clients.



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## Report Length

11 pages

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