CSS Corp
Customer Management Services

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's Customer Management Services (CMS) profile on CSS Corp is a comprehensive assessment of CSS Corp'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

CSS Corporation (CSS Corp) started as a software development company in 1996; four years later it evolved into a support organization, with an initial focus on enterprise and consumer support for the high tech sector. In 2012, the company expanded its focus beyond the high tech sector to retailers and telecommunications organizations that market electronic devices.

CSS Corp employs ~5.5k employees in 15 delivery locations, and supports 25 languages.

CSS Corp provides a range of CMS offerings with a focus on mobile enabled support services and the home automation and IoT sectors:

- Customer care

- Subscription management

- Technical support

- Premium technical support

- Mobile enabled support services.

Scope of the Report

The report provides a comprehensive and objective analysis of CSS Corp'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

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CMS Vendor Assessments also available for:

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