



Expert Global Solutions (EGS) CMS in High Tech

Vendor Assessment

Report Abstract

December 2015

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11 pages

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Who Is This Vendor Assessment For?

NelsonHall's CMS in high tech industry sector profile on Expert Global Solutions (EGS) is a comprehensive assessment of EGS' 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

Expert Global Solutions (EGS) is a global customer service organization which delivers outsourced solutions for customer and financial care. It employs ~40k in ~70 locations in 11 countries. EGS customer management services (CMS) include answering product-related enquiries, technical support, up-sell/cross-sell, and social media support. Its financial care includes accounts receivable management, revenue cycle management, and order to cash support. It is a privately held company headquartered in Plano, Texas.

EGS has industry sector expertise in healthcare, financial services, logistics, retail, technology, telecommunications, transportation and logistics, travel and hospitality, media and publishing, and utilities sectors.

In 2012, APAC and NCO merged, and EGS became the holding company. APAC had its roots in the CMS BPO market and NCO had its roots in the accounts receivables management (ARM)/collections BPO market. The company now goes to market as EGS.

EGS has ~4.1k dedicated agents supporting CMS-related activities for its high tech clients from its global delivery centers. EGS provides delivery to its high tech clients from Asia, North America, Latin America, and work at home agents (WAHA).

EGS' CMS-related offerings for high tech organizations are as follows:

- Customer care
- Sales
- Technical support
- Warranty support
- Service set-up
- Credit services
- Fraud detection services
- Analytics.

Scope of the Report

The report provides a comprehensive and objective analysis of EGS' 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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