



EGS CMS in Retail Banking

**Vendor Assessment
Report Abstract**

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Who Is This Vendor Assessment For?

NelsonHall's CMS in retail banking industry sector profile on Expert Global Solutions (EGS) is a comprehensive assessment of EGS' retail banking sector customer management services (CMS) offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CMS to serve the retail banking 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

EGS is the holding company for APAC and NCO; the merger was completed in 2012. APAC is the EGS brand in the Customer Relationship Management (CRM) BPO market. NCO is the EGS brand in the Accounts Receivables Management (ARM)/Collections BPO market. EGS is a privately held company headquartered in Plano, Texas.

The majority of EGS' CMS retail banking clients are based in North America.

The company provides customer management services in support of a range of banking products including:

- Credit cards
- Mortgages and loans.

EGS has delivery centers in support of its retail banking customer in North America, Philippines, India, LATAM and EMEA.

Scope of the Report

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



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Report Length

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CMS in Retail Banking Vendor Assessments Also Available for: Aditya Birla Minacs, Aegis, Firstsource, Infosys, Serco, Sitel, Teleperformance, Transcom, transcosmos and Wipro