



HGS CMS in Retail and CPG

Vendor Assessment

Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's CMS in retail and CPG industry sector profile on HGS is a comprehensive assessment of HGS' retail and CPG sector customer management services (CMS) offerings and capabilities, designed for:

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

Hinduja Global Solutions (HGS) was initially formed as Ashok Leyland Information Technology (ALIT) in 1993, providing information technology services, and starting with one client and 25 employees. ALIT merged with Hinduja Finance Corporation (HFC) in 2000, to form HGS; at this time, HGS launched its BPO services. Between 2000 and 2004, it was listed on the NSE/BSE, and secured business from international clients in the insurance and telecoms industries.

HGS provides BPO services including contact center services, back-office transaction processing, domain analytics, process consulting solutions, and payroll processing.

HGS is headquartered in Bangalore, India. Currently, it operates 65 delivery centers in 12 countries, with ~40k employees.

HGS provides delivery to retail and CPG organizations from the following locations: India, the Philippines, the U.S., the U.K., Italy, the Netherlands, France, and Germany.

Scope of the Report

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



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Report Length

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