



HGS Customer Management Services

Vendor Assessment
Report Abstract

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11 pages

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Who Is This Vendor Assessment For?

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

Hinduja Global Solutions (HGS) is a public company which has been listed on the National Stock Exchange of India and the Bombay Stock Exchange since June 2007. HGS is part of Hinduja Group, a multinational conglomerate. It is headquartered in Bangalore, India.

In June 2015 HGS announced the acquisition of Mphasis' Indian domestic BPS division. The acquisition closed in September 2015, bringing HGS seven contact centers in India, with a total seat count of 6.4k and ~8.1k employees. Also in 2015, HGS acquired a majority stake in Colibrium Partners LLC and Colibrium Direct LLC, which provides cloud based sales and service automation platforms to healthcare payer clients.

HGS has 65 delivery centers in 12 countries with ~40k employees, supporting 37 languages.

It offers customer management services in:

- Customer care
- Technical support
- Marketing
- Fulfillment
- Consulting.

Scope of the Report

The report provides a comprehensive and objective analysis of HGS' 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.



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Report Length

11 pages

CMS Vendor Assessments also available for:

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