



Infosys CMS in Retail Banking

Vendor Assessment

Report Abstract

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By Vicki Jenkins
Customer Management Services (CMS)
Industry Sector Analyst
NelsonHall

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research.nelson-hall.com





Who Is This Vendor Assessment For?

NelsonHall's CMS in retail banking industry sector profile on Infosys is a comprehensive assessment of Infosys' 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

Infosys Limited (Infosys) is a publicly held company headquartered in Bangalore, India. It became a public limited company in India in 1992 and was listed on the NASDAQ in 1999. Infosys is a multinational provider of consulting, information technology, software engineering and business process outsourcing (BPO) services. It has over 199k employees globally and achieved \$9.9bn in revenues in FY 2016 (projected).

Infosys BPO has ~34k employees, of whom ~4.5k are customer management services (CMS) FTEs working in 18 centers in nine countries, supporting over 30 languages.

Infosys has been providing B2B and B2C support for CMS retail banking clients since 2005. It provides CMS delivery to retail banking organizations from India and the Philippines.

Scope of the Report

The report provides a comprehensive and objective analysis of Infosys' retail banking 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 banking 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 CMS retail banking sector clients.



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Report Length

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Report Author

Vicki Jenkins

vicki.jenkins@nelson-hall.com

Sales Contact

Guy Saunders

guy.saunders@nelson-hall.com