



Infosys CMS in Retail Banking

Vendor Assessment
Report Abstract

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7 pages

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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 is a publicly held company headquartered in Bangalore, India. Infosys was founded in 1981 in Pune, becoming a public limited company in India in 1992, and being listed on the NASDAQ in 1999. Infosys is a multinational provider of consulting, information technology, software engineering and business process outsourcing (BPO) services. In the area of BPO, it provides finance and accounting outsourcing, procurement outsourcing, sales and fulfillment BPO, industry-specific BPO, KPO, HR outsourcing, and customer management services (CMS).

NelsonHall estimates Infosys has ~seven CMS retail banking clients, three headquartered in the U.S., three in Australia and one in Canada.

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

- credit cards
- mortgages.

Infosys has delivery centers in support of its retail banking customer in India.

Scope of the Report

The report provides a comprehensive and objective analysis of Infosys' 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

7 pages

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