



Infosys Multi-Channel CMS Services

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's multi-channel CMS profile on Infosys is a comprehensive assessment of Infosys' multi-channel CMS offerings for organizations and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of customer management services (CMS) to serve organizations 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

eServices 1.0 was launched in 2011. This was Infosys's labeled multi-channel CMS offering which provided basic linking of voice, email, webchat, whitemail, fax and SMS channels. This service did not provide a complete view of a customer's lifecycle, but did allow for agents to deliver multiple channels with a centralized knowledge database.

In February 2013 Infosys launched its AssistEdge platform, which is a multi-channel platform allowing for the unified view of multiple channels. This is sold as a SaaS offering but is also used by Infosys agents.

Infosys currently supports five multi-channel CMS clients, three of which are using unified agents.

Infosys is looking to increase multi-channel CMS capacity within its current centers in India and the Philippines. It is also looking to establish new multi-channel capabilities in the following locations:

- Costa Rica: in support of the U.S., for voice, webchat and email channels
- Mexico: in support of the U.S., for voice, webchat and email channels
- Poland: for multi-lingual services to continental Europe
- Johannesburg center: within the following six months this will be in support of a U.K. client and will entail delivery of voice and email channels.

Scope of the Report

The report provides a comprehensive and objective analysis of Infosys' multi-channel CMS 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 customer base including the company's targeting strategy and examples of current contracts
- Key client case studies
- 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

12 pages

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Multi-channel CMS Services Vendor Assessments Also Available for:

Aegis

Sitel

Sutherland

Wipro

Teleperformance

West Corp.

Serco

HP ES.