



TCS Transformational CMS Services

**Case Studies
Report Abstract**

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**By Mike Cook
CMS Analyst
NelsonHall**

2 case studies of 2 pages each

research.nelson-hall.com





Who Is This Vendor Assessment For?

NelsonHall’s transformational CMS case studies on TCS provide comprehensive examples of its ability to transform a client’s CMS offerings in order to meet the organization’s business needs. The case studies are 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 Client Examples

Key client examples are TCS’ transformational CMS contract with an Australian BFSI and a U.S. retail bank.



Contents

1. Background

2. Business challenge

3. Nature of transformation

4. Benefits achieved

5. Outlook

6. Key lessons

Report Length

2 case studies of 2 pages each

Report Author

Mike Cook

mike.cook@nelson-hall.com

Multi-channel CMS Services Vendor Assessments Also Available for:

CSS Corp	Teleperformance
Transcosmos	Serco
Infosys	Aegis
Wipro	Sutherland.
Firstsource	
HGS	