



Wipro CMS in Telecommunications/ Cable/Satellite

**Vendor Assessment
Report Abstract**

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Who Is This Vendor Assessment For?

NelsonHall's CMS in telecommunications/cable/satellite industry sector profile on Wipro is a comprehensive assessment of Wipro's telecommunications/cable/satellite sector customer management services (CMS) offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CMS to serve the telecommunications/cable/satellite 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

Wipro is a publicly-held company headquartered in India. It is a global information technology, consulting, and outsourcing company. It entered the BPO space with the acquisition of Spectramind in 2002-2003, and has retained a strong focus on customer management services (CMS) within its business process outsourcing (BPO) business.

The majority of Wipro's CMS telecommunications/cable/satellite clients are based in the U.K. The company provides CMS in support in a range of offerings including:

- Customer care
- Fulfillment
- Credit management.

Wipro has delivery centers in support of its telecommunications/cable/satellite customers in India, the Philippines, Australia, Romania and the U.S.

Scope of the Report

The report provides a comprehensive and objective analysis of Wipro's telecommunications/cable/satellite 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 telecommunications/cable/satellite sector customer base, including the company's targeting strategy and examples of current contracts
- Analysis of the company's telecommunications/cable/satellite sector CMS offerings and key service components
- Analysis of the company's delivery organization including the geography of delivery locations used for telecommunications/cable/satellite sector clients.



Contents

1. Background

2. Revenue Summary

3. Key Offerings

4. Delivery Capability

5. Target Markets

6. Strategy

7. Strengths and Challenges
 - 7.1 Strengths

 - 7.2 Challenges

8. Outlook

Report Length

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