



# Aegis Customer Management Services

Vendor Assessment  
Report Abstract

January 2016

By Ivan Kotzev  
Industry Sector Analyst  
NelsonHall

10 pages

[research.nelson-hall.com](http://research.nelson-hall.com)





## Who Is This Vendor Assessment For?

NelsonHall's Customer Management Services (CMS) profile on Aegis is a comprehensive assessment of Aegis' offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CMS 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

In 2014, Essar sold Aegis' operations in the U.S., the Philippines, and Costa Rica to Teleperformance for \$610m. The transaction included ~19k employees, ~18k seats in 16 sites (nine in the U.S., six in the Philippines, and one in Costa Rica), representing ~\$400m in annual revenues.

Aegis currently has operations in 40 locations across nine countries. It has ~40k employees and a ~35k seat capacity, supporting ~150 clients.

Aegis provides inbound and outbound CMS offerings at the different stages of the customer lifecycle, via both voice and non-voice channels:

- Customer care
- Technical support
- Sales generation
- Collections
- Marketing
- Fulfillment and back-office CMS.

## Scope of the Report

The report provides a comprehensive and objective analysis of Aegis' CMS offerings and capabilities, and market and financial strengths, 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
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery locations.



## Contents

1.	Background
2.	Revenue Summary
3.	Key Offerings
3.1	Technology and Partnerships
4.	Delivery Capability and Partnerships
4.1	India
4.2	Sri Lanka
4.3	Saudi Arabia
4.4	Malaysia
4.5	Australia
4.6	Argentina
4.7	Peru
4.8	U.K.
4.9	South Africa
5.	Target Markets
5.1	Client examples by vertical
6.	Strategy
7.	Strengths & Challenges
7.1	Strengths
7.2	Challenges
8.	Outlook

## Report Length

10 pages

## CMS Vendor Assessments also available for:

Alorica, Capita, Concentrix, CSS Corp, EGS, HGS, Hewlett Packard Enterprise, Firstsource, Intelenet, Minacs, Sitel, Sutherland, Sykes, Tech Mahindra, Teleperformance, TeleTech, Transcom, transcosmos, Webhelp, Wipro, WNS, Xerox