



# HGS Cognitive CX Services

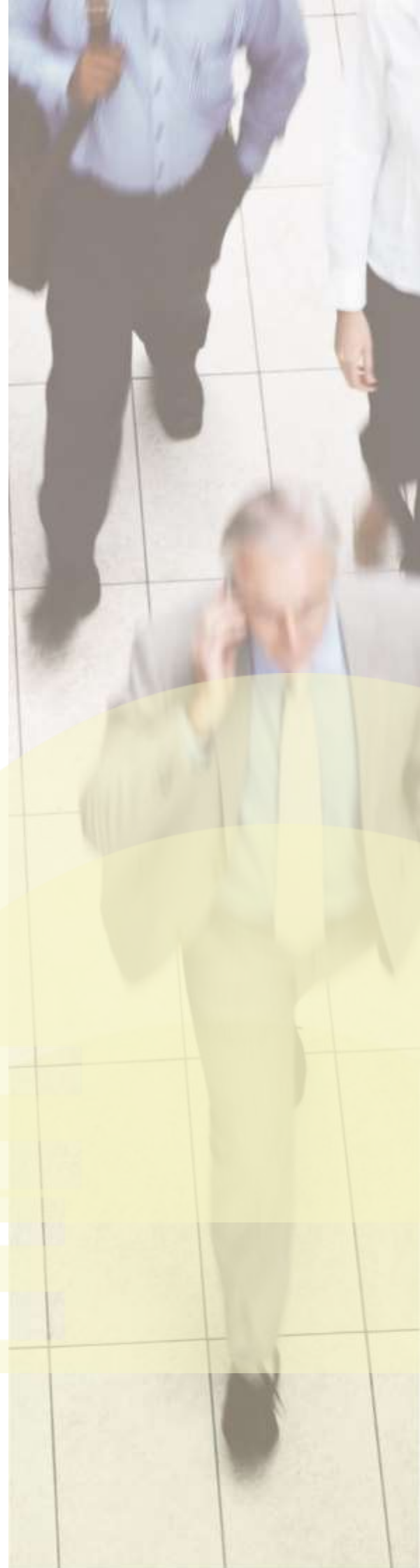
Vendor Assessment  
Report Abstract

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9 pages

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## Who Is This Vendor Assessment For?

NelsonHall's Cognitive Customer Experience Services report on HGS is a comprehensive assessment of HGS' offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CXS and identifying vendor suitability for CXS 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

HGS' Bots&Brains vision aims to leverage automation beyond a pure cost-saving instrument to a customer satisfaction improvement created by a technology-led contact center. It uses its automation deployment framework to address transformation opportunities in CX instead of individual processes. The approach also helps prioritize processes with quick ROI.

## Scope of the Report

The report provides a comprehensive and objective analysis of HGS cognitive customer experience services 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 sites.



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## Report Length

9 pages