



HGS – Business Process Transformation through RPA and AI

Vendor Assessment
Report Abstract

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8 pages

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Who Is This Vendor Assessment For?

NelsonHall's Business Process Transformation through RPA & AI profile of HGS is a comprehensive assessment of HGS' automation-centric service offerings and capabilities in support of business process transformation within both front-office and industry-specific processes and is designed for:

- Sourcing managers monitoring the capabilities of existing suppliers to deliver process transformation and automation using RPA and/or AI technologies and identifying vendor suitability for RFPs seeking automation-led process transformation or business process services
- 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 brands its RPA and AI based offerings within the HGS Automated Enterprise, which covers both front-office and industry-specific & back-office automation.

HGS has its own proprietary automation platform, DigiCX, for front-office automation. DigiCX incorporates third-party platforms extensively, with, for example, RPA solutions used for agent assistance within its DigiAMBASSADOR offering to retrieve data from, or post data to, client systems.

In addition, HGS uses third-party RPA platforms in support of industry-specific and back-office processing through support for transaction processing and record updating, research and post interaction surveys, and reporting.



Scope of the Report

The report provides a comprehensive and objective analysis of HGS' offerings, capabilities, and market presence in support of business process transformation through the application of RPA and AI technology including:

- Analysis of the company's offerings and key service components for achieving business process transformation through the application of RPA and AI technology
- Analysis of the company's delivery organization for delivering business process transformation through the application of RPA and AI technology
- Analysis of the profile of the company's RPA and AI-based services customer base, including the company's targeting strategy and examples of current contracts
- Revenue estimates for the company's RPA and AI-centric services
- Identification of the company's strategy, emphasis and new developments in support of business process transformation through the application of RPA and AI technology
- Analysis of the company's strengths, weaknesses and outlook in achieving business process transformation through the application of RPA and AI technology.

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Report Length

8 pages

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Business Process Transformation through RPA and AI Vendor Assessments are Available for:

Arvato
Capgemini
Cognizant
Conduent
DxC
EXL
Genpact
HCL
HGS
IBM
Infosys
LTI
Mphasis
NIIT Technologies
NTT Data Services
Sopra Steria
Sutherland Global Services
Swiss Post Services
Tata Consultancy Services
Wipro
WNS.