

Infosys CMS in Telecommunications

Vendor Assessment

Report Abstract

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Who Is This Vendor Assessment For?

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

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

Infosys Limited (Infosys) is a publicly held company headquartered in Bangalore, India. It became a public limited company in India in 1992 and was listed on the NASDAQ in 1999. Infosys is a multinational provider of consulting, information technology, software engineering and business process outsourcing (BPS) services. It has over 199k employees globally and achieved \$9.9bn in revenues in FY 2016 (projected).

Infosys' BPS subsidiary was established in 2002 and offers customer management services alongside F&A services, legal processing, HRO, digital media services, knowledge services (KPO), sourcing and procurement services, and sales and fulfillment.

Infosys BPS has ~34k employees, of whom ~4.5k are customer management services (CMS) FTEs working in 18 centers in nine countries, supporting over 30 languages. In addition, a further 4.5k personnel within Infosys BPS provide sales and fulfillment services such as order entry and order taking, and Infosys offers service desk and technical support services to clients outside its BPS division. Infosys BPS has ~50 CMS clients.

In 2016, Infosys made an investment of ~\$2.1m from its innovation fund in UNSILO, a Danish automated intelligence (AI) startup focused on advanced text analysis. UNSILO uses a combination of machine learning and natural language processing (NLP) to analyze large quantities of text.

Scope of the Report

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



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Report Length

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