



# **Infosys BPO Multi-channel CMS: Delivering Digital Customer Experience**

**Vendor Assessment  
Report Abstract**

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## Who Is This Vendor Assessment For?

NelsonHall's Multi-channel Customer Management Services (CMS): Delivering Digital Customer Experience profile on Infosys BPO is a comprehensive assessment of Infosys BPO's 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

Infosys BPO is a subsidiary of Infosys Limited, a publicly held company headquartered in Bangalore, India.

Infosys BPO 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 BPO has ~35k employees, of whom ~4.5k are CMS FTEs working in 18 centers in nine countries, and supporting over 30 languages.

Infosys BPO has ~50 CMS clients.

Through its CMS and digital marketing units, Infosys BPO manages the online journeys of customers, providing digital consulting, content management, e-commerce platform implementation, marketing services, analytics, and support.

## Scope of the Report

The report provides a comprehensive and objective analysis of Infosys BPO's CMS multi-channel 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, challenges, 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.



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7. Strengths & Challenges
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## Report Length

6 pages

## CMS Multi-channel Vendor Assessments also available for:

Aegis, Capgemini, Concentrix, Conduent, CSS Corp, HGS, Intelenet, iSON BPO, Sitel, Sutherland, SYKES, TaskUs, Teleperformance, TeleTech, Transcom, Webhelp, WNS.