



# **Infosys CMS in Telecommunications/ Cable/Satellite**

**Vendor Assessment  
Report Abstract**

**November 2014**

**By Vicki Jenkins  
Customer Management Services (CMS)  
Industry Sector Analyst  
NelsonHall**

**10 pages**

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





## Who Is This Vendor Assessment For?

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

- Sourcing managers monitoring the capabilities of existing suppliers of CMS to serve the telecommunications/cable/satellite 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 is a publicly held company headquartered in Bangalore, India. Infosys was founded in 1981, in Pune; 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 (BPO) services. In the area of BPO, it provides finance and accounting outsourcing, procurement outsourcing, sales and fulfillment BPO, industry specific BPO, KPO, HR outsourcing, and customer management services (CMS). In the area of CMS, Infosys BPO provides voice-based support for wider BPO contracts, but standalone CMS is not a target market for Infosys BPO.

Infosys has a strong global client footprint. The company provides CMS in support in a range of offerings including:

- Customer care
- Technical support
- Collections.

Infosys' delivery centers in support of its telecommunications/cable/satellite customers are located in India and the Philippines.

## Scope of the Report

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



## Contents

1.	Background
2.	Revenue Summary
3.	Key Offerings
4.	Delivery Capability and Partnerships
5.	Target Markets
6.	Strategy
7.	Strengths and Challenges
	7.1 Strengths
	7.2 Challenges
8.	Outlook

## Report Length

10 pages

## Report Author

Vicki Jenkins

[vicki.jenkins@nelson-hall.com](mailto:vicki.jenkins@nelson-hall.com)