



Infosys – AssistEdge CMS Software

Vendor Assessment Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's CMS profile on Infosys – AssistEdge is a comprehensive assessment of AssistEdge's CMS software offerings for organizations and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CMS software services and identifying vendor suitability for CMS software services 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

This NelsonHall vendor assessment analyzes Infosys – AssistEdge's offerings and capabilities in CMS software services. AssistEdge is one of a number of CMS software service companies analyzed in NelsonHall's comprehensive industry analysis programs.

Infosys continues with its self-labeled strategy of "Releasing Innovation" which is partly based on the development of its 'Infosys Edge' platforms.

The Infosys Edge platforms address the following seven themes, in which Infosys has identified niche opportunities:

- Digital consumers
- New commerce
- Healthcare Economy
- Sustainable Tomorrow
- Smarter Organizations
- Emerging Economies
- Pervasive Computing

AssistEdge' forms part of the 'Smarter Organization' theme. It aims to support the linking of eight call center channels. This allows an agent who deals with a customer across multiple channels to have a 360 degree view of the customer. This aims to reduce escalations in call centers, where customers are put on hold and have to explain their situation to multiple agents that they engage throughout an interaction

Scope of the Report

The report provides a comprehensive and objective analysis of AssistEdge's CMS software offerings, capabilities and market and financial strengths including:

- Analysis of the company's offerings and key service components
- Identification of the company's strategy, emphasis and new developments
- Analysis of the company's strengths, weaknesses and outlook
- Key client examples
- 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 delivery organization including the location of delivery locations



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Report Length

11 pages

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