



Aegis Multi-channel CMS: Delivering Digital Customer Experience

**Vendor Assessment
Report Abstract**

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**By Ivan Kotzev
Industry Sector Analyst
NelsonHall**

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research.nelson-hall.com





Who Is This Vendor Assessment For?

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

The majority of Aegis' services are customer care managed services, offered over multi-channels such as voice, email, chat, and social media. Across customer care, technical support and revenue generation services, voice support remains the largest share. However, Aegis has a range of clients utilizing its social media monitoring and engagement capabilities, as well as its mobile app development and web self-service capabilities.

Scope of the Report

The report provides a comprehensive and objective analysis of Aegis 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, weaknesses, 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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2. Revenue Summary

3. Key Offerings

4. Delivery Capability and Partnerships
 - 4.1 Delivery Capability
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5. Target Markets

6. Strategy

7. Strengths & Challenges
 - 7.1 Strengths
 - 7.2 Challenges

8. Outlook

Report Length

7 pages

CMS Multi-channel Vendor Assessments also available for:

Capgemini, Concentrix, CSS Corp, HGS, Firstsource, Infosys BPO, Intelenet, iSON BPO, Sitel, Sutherland, Sykes, TaskUs, Teleperformance, TeleTech, Transcom, Webhelp, WNS, Xerox Services.