



Aegis CMS in Retail Banking

Vendor Assessment
Report Abstract

February 2014

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11 pages

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Who Is This Vendor Assessment For?

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

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

Aegis is a privately-held outsourcing and technology services company headquartered in Mumbai, India. Aegis was founded 30 years ago in the U. S. and currently has operations in 56 locations across 13 countries. It has ~55,000 employees supporting ~300 clients. The company is wholly owned by Essar, a \$39bn conglomerate.

The majority of Aegis' CMS retail banking clients are based in North America.

The company provides customer management services in support of a range of banking products including:

- Credit cards
- Loan origination and servicing.

Aegis has delivery centers in support of its retail banking customers in Argentina, Australia, New Zealand, India, Philippines, South Africa, U.K. and U.S.

Scope of the Report

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

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CMS in Retail Banking Vendor Assessments Also Available for: Aditya Birla Minacs, EGS, Firstsource, Infosys, Serco, Sitel, Teleperformance, Transcom, transcosmos and Wipro