



EGS CMS in Retail and CPG Vendor Assessment

Report Abstract

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Who Is This Vendor Assessment For?

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

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

Expert Global Solutions (EGS) is a global customer service organization which delivers outsourced solutions for customer and financial care. In June 2016, Alorica entered into a stock purchase agreement to acquire Expert Global Solutions (EGS). The deal is anticipated to close in early Q3 of 2016. More details about this acquisition and other key acquisitions can be found in this report.

Currently, EGS employs ~40k in ~70 locations in 11 countries. It currently provides delivery for retail and CPG clients from North America, the Philippines, and Latin America.

This report was developed prior to Alorica's announcement to acquire EGS, and EGS' plans are likely to be revised.

Scope of the Report.

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



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Report Length

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