



Expert Global Solutions Customer Management Services

Vendor Assessment
Report Abstract

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9 pages

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Who Is This Vendor Assessment For?

NelsonHall's Customer Management Services (CMS) profile on Expert Global Solutions (EGS) is a comprehensive assessment of EGS' 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

In November 2014, EGS sold its accounts receivable management business to Platinum Equity, a Los Angeles private equity firm, for an undisclosed amount. The sale included several segments of the business: Transworld Systems, education, attorney network, healthcare bad debt, government and U.S. based third party collections. These operations were consolidated under one enterprise, Transworld Systems (TSI).

EGS operates globally with 70 delivery centers in 11 countries and ~40k FTEs. It supports ~120 CMS clients.

EGS offers inbound and outbound CMS services in a multi-shore delivery model. It provides acquisition services including enquiry, sales, registration and enrollment processes, up-sell and cross-sell programs, customer care and support services, and back-office retention and resolution services.

- Customer acquisition
- Customer care
- Technical support
- Collections.

Scope of the Report

The report provides a comprehensive and objective analysis of EGS' CMS 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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Report Length

9 pages

CMS Vendor Assessments also available for:

Aegis, Alorica, Capita, Concentrix, CSS Corp, HGS, Hewlett Packard Enterprise, Firstsource, Intelenet, Minacs, Sitel, Sutherland, Sykes, Tech Mahindra, Teleperformance, TeleTech, Transcom, transcosmos, Webhelp, Wipro, WNS, Xerox