



EGS CMS in Telecommunications/ Cable/Satellite

**Vendor Assessment
Report Abstract**

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5 pages



Who Is This Vendor Assessment For?

NelsonHall's CMS in telecommunications/cable/satellite industry sector profile on Expert Global Solutions (EGS) is a comprehensive assessment of EGS' telecommunications/cable/satellite sector customer management services (CMS) offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CMS to serve the telecommunications/cable/satellite 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 the holding company for APAC and NCO; the merger was completed in 2012. APAC is the EGS brand in the customer relationship management (CRM) BPO market. NCO is the EGS brand in the accounts receivables management (ARM)/collections BPO market. EGS is a privately held company headquartered in Plano, Texas. EGS employs 40k personnel, working in 14 countries.

EGS has 20 CMS telecommunications/cable/satellite clients.

In addition to customer care, it provides billing, first and third party collections, sales, subscriber retention programs, technical support, analytics and field technician management to its telecommunications/cable/satellite sector clients.

EGS has delivery centers in support of its telecommunications/cable/satellite customers in the following locations: U.S., Canada, Philippines, India, LATAM, and EMEA.

Scope of the Report

The report provides a comprehensive and objective analysis of EGS' telecommunications/cable/satellite 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 telecommunications/cable/satellite sector customer base, including the company's targeting strategy and examples of current contracts
- Analysis of the company's telecommunications/cable/satellite sector CMS offerings and key service components.



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Report Length

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