



# Firstsource Customer Management Services

Vendor Assessment

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8 pages





## Who Is This Vendor Assessment For?

NelsonHall's Customer management Services (CMS) Vendor Assessment for Firstsource is a comprehensive assessment of Firstsource's CMS 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

Firstsource aims to continue development through an organic rather than acquisitive growth strategy. Firstsource has no significant plans for delivery expansions, although locations identified for greenfield development include India, where Firstsource is aiming to open an extra one or two centers. Firstsource's long term view is to spread its CMS delivery operations over a greater proportion of onshore based centers. Firstsource is also looking to the Philippines where it has recently opened a second centre; the Philippines has also been identified as a potential offshore location for the U.K., for both telecoms and financial services sectors.

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## Scope of the Report

The report provides a comprehensive and objective analysis of Firstsource's 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 customer base including the company's targeting strategy and examples of current contracts
- Key client case studies
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery locations.

## Report Length

8 pages

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## Customer Management Services Vendor Assessments Also Available for:

Teleperformance

Capgemini

WNS

HP Enterprise Services

Wipro

Sutherland

Transcosmos

Aegis

Sitel