

# **Firstsource. Transformational CMS Services**

**Case Studies  
Report Abstract**

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**2 case studies of 2 and 3 pages**

**[research.nelson-hall.com](http://research.nelson-hall.com)**





## Who Is This Vendor Assessment For?

NelsonHall's transformational CMS case studies on Firstsource provide comprehensive examples of its ability to transform a client's CMS offerings in order to meet the organization's business needs. The case studies are designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of customer management services (CMS) to serve organizations 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 Client Examples

Key client examples are Firstsource's transformational CMS contract with a telco and a U.K. media client.



## Contents

1. Background
2. Business challenge
3. Nature of transformation
4. Benefits achieved
5. Outlook
6. Key lessons

## Report Length

2 case studies of 2 and 3 pages

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## Multi-channel CMS Services Vendor Assessments Also Available for:

CSS Corp

Transcosmos

Sutherland

Wipro

Infosys

Teleperformance

Serco

Aegis

TCS.