

# **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 contracts with two U.K. media clients.



## Contents

1. Background

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2. Business challenge

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3. Nature of transformation

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4. Benefits achieved

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5. Outlook

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6. Key lessons

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## 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.