



# HGS CMS in Telecommunications/ Cable/Satellite

Vendor Assessment  
Report Abstract

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## Who Is This Vendor Assessment For?

NelsonHall's CMS in telecommunications/cable/satellite industry sector profile on Hinduja Global Solutions (HGS) is a comprehensive assessment of HGS' 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

Hinduja Global Solutions (HGS) was initially formed as Ashok Leyland Information Technology (ALIT) in 1993, providing information technology services starting with one client and 25 employees. ALIT merged with Hinduja Finance Corporation (HFC) in 2000, to form HGS. At this time, HGS launched its BPO services. Between 2000 and 2004, it was listed on the NSE/BSE, and secured business from international clients in the insurance and telecommunication industries.

HGS provides BPO services including contact center services, back-office transaction processing, domain analytics, process consulting solutions and payroll processing.

HGS is headquartered in Bangalore, India. Currently, it operates 58 delivery centers in 12 countries with ~26,750 employees. HGS has 22 customer management services (CMS) telecommunications/cable/satellite industry sector clients.

The majority of HGS' CMS telecommunications/cable/satellite clients are based in the U.K. The company provides CMS support in a range of offerings including:

- Customer care/technical support
- Order fulfillment and transaction processing support.

HGS has delivery centers in support of its telecommunications/cable/satellite customers in the U.K., U.S., Canada, India, Colombia, and the Philippines.

## Scope of the Report

The report provides a comprehensive and objective analysis of HGS' 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
- Analysis of the company's delivery organization including the geography of delivery locations used for telecommunications/cable/satellite sector clients.



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## Report Length

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