



HGS Transformational CMS Services

Case Studies
Report Abstract

September 2014

By Mike Cook
CMS Analyst
NelsonHall

2 case studies of 3 pages each

research.nelson-hall.com





Who Is This Vendor Assessment For?

NelsonHall’s transformational CMS case studies on HGS 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 HGS’ transformational CMS contract with a Canadian telco and an international credit card provider.



Contents

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

Report Length

2 case studies of 3 pages each

Report Author

Mike Cook

mike.cook@nelson-hall.com

Multi-channel CMS Services Vendor Assessments Also Available for:

- | | |
|-------------|-----------------|
| CSS Corp | Teleperformance |
| Transcosmos | Serco |
| Sutherland | Aegis |
| Wipro | TCS. |
| Infosys | |
| HGS | |