



Serco 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 Serco is a comprehensive assessment of Serco's 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

Serco Global Services, LLC (Serco) is part of Serco Group Plc and is headquartered in Hook, North Hampshire in the U.K. Serco has operations in public and private transport and traffic control, aviation, military and nuclear weapons, prisons, and schools. Serco employs ~100k staff and operates in Continental Europe, the Middle East, APAC and North America. The majority of its business is derived from the U.K.

The majority of Serco's CMS telecommunications/cable/satellite client base is based in the U.K. The company provides CMS to these organizations in support of:

- Customer care
- Back office
- Sales
- Collections.

Serco has delivery centers in support of its telecommunications/cable/satellite clients in India, the U.K., Germany, and the Middle East.

Scope of the Report

The report provides a comprehensive and objective analysis of Serco's 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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