

Business Services

Consulting | Technology | Outsourcing | Training & Education



An Overview

Founded almost 30 years ago in the US, Aegis is a global business services and experience management company committed to impacting clients' business outcomes by focusing on end user brand experience across all touch points and channels. With a presence in 12 countries, 50 locations, and with more than 55,000 employees, Aegis manages over a billion

customer interactions every year for over 300 clients across verticals such as BFSI, Telecom, Healthcare, Travel and Hospitality, Consumer Goods, Retail, and Technology. Aegis manages, enables, extends, and enhances business experiences for its clients and their customers across consulting, technology, outsourcing, and training and education.

Global Footprint



Our Solutions Portfolio

Aegis approach to delivering superior customer experience is shown in the experience paradigm below:



Awards and Recognition

- Featured in Gartner Magic Quadrant for Customer Management Contact Center BPO Worldwide 2011
- Featured as a “Major Player” in the IDC Marketscape Comprehensive Customer Care BPO Marketplace Report
- Ranked 15th in the International Association of Outsourcing Professionals® (IAOP®) Global Outsourcing® 100 list 2011
- 2010 MVP Quality Award for quality best practices
- No.3, Dataquest Top 20 BPO Companies in India 2011
- No.4, NASSCOM Top 15 BPO Exporters 2011
- 2011 Contact Center Outsourcing Services Provider of the Year, Frost & Sullivan, Asia Pacific
- Aon Hewitt Best Employers Award 2011, India & ANZ
- 2011 Indo American Corporate Excellence Award for the Best Indian Company in USA in Technology
- Golden Peacock HR Excellence Award 2011

Clients

Banking

- Global leader in personal banking in N. America and Australia
- World’s leading consumer credit provider
- World’s leading financial services provider

Insurance

- Global leader in insurance products and services
- UK’s leading specialist adjuster
- India’s fastest growing insurance service provider

Telecom

- Global leader in mobile telephony
- World’s leading internet service provider
- US’s leading telecom service provider

Travel and Hospitality

- World’s leading online travel company
- US’s leading airlines carrier
- US’s leading car and truck rental company

Health Payers

- World’s fastest growing health insurance company
- World’s leading health care and well-being company
- India’s leading third party health insurance provider

Health Providers

- US’s leading health care provider
- India’s leading health care provider

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