

# INDUSTRY INSIGHT: NON VOICE BPO IN RETAIL

This report covers the retail industry in the US and the UK - the target markets of most Indian retail BPO service providers. Segments of the retail industry as discussed in this report include Store Retailers which covers Food Drug & General Merchandise, Discount and Department Stores, Vertically Integrated Retailers and Non Store Retailers like mail order companies and internet stores.

The Industry Insight answers the following key questions:

- a. How the industry is gaining momentum in the global market?
- b. What retailers can outsource?
- c. What are the market trends?
- d. What are the key segments and their performance?
- e. What is the outsourcing process in retail industry?
- f. Who all are the prospective retailers in US & UK and the solution providers like top captive BPO & third party BPO in India?
- g. What is the future outlook of the industry?

## Companies analyzed/mentioned

The report provides Major Retailers in the US & UK, List of some of the SMEs in the US & UK, Top100 Retailers in the World, 2004 (Ranked by sales), List of Prospective Retailers in the US & UK, Prospective Retail SMEs for Outsourcing, List of Third Party BPO's operating in India.

The profiles section of the report contains updated profiles of 18 Indian players containing details like background, directors, contact details, services, Industry Focus, Global presence, delivery centers, milestones, clients and future outlook

Wipro BPO, HCL BPO, Xansa, eFunds International, Mphasis (Msource), GTL BPO, ICICI oneSource, IBM Daksh, Nipuna, OfficeTiger Database Systems India Private Limited, Transworks Information Services Ltd, vCustomer Corporation, Tracmail India Pvt.Ltd, Intelenet, Cross-Tab Marketing Services Pvt. Ltd., TESCO HSC (Hindustan Service Centre), Marketics Technologies, Zensar Technologies Ltd

## Additional Information

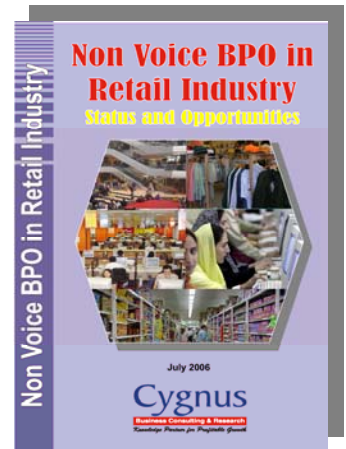
Who should buy the report?

This report is an insightful resource in identifying new markets and opportunities. This report is suitable to individuals responsible for and interested in:

- a. Board and executive management
- b. Retailers who are currently outsourcing or willing to outsource
- c. Business strategy / Business development
- d. Retail Vertical Team in ITES BPO
- e. Business school students
- f. Consultants
- g. Entrepreneurs

## To place order

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The report includes executive summary, industry overview, typical retail organisation and its activities (employment breakdown), outsourcing process in retail industry, prospective retailers and providers in outsourcing, profiles of retail BPO companies and Outlook of the industry.

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Total No. of tables – 10

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