



Topic: Capital Markets BPO – Service Provider Landscape with PEAK Matrix™ Assessment 2013

BFSI BPO

Market Report: December 2013 – Preview Deck

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¹ Banking, financial services, and insurance

Background and methodology of the research

Background of the research

Capital markets BPO is the smallest segment of BFSI BPO, but continues to remain the fastest growing. Post 2008, capital markets across the globe have been facing multiple forces including weak and tentative economic recovery across North America and Europe, cost pressures, and an ever-tightening regulatory environment. All this has resulted in efficiency and processing support becoming critical levers to drive competitiveness. As financial institutions around the world reevaluate their service provider portfolios, an increasing percentage of those – many of them first-time buyers – are looking at giving more work to service providers. Consequently, capital markets BPO contracts are seeing an increasing adoption from small- and medium-sized buyers. How the future evolves would be interesting to watch, as capital markets continue their movement through the economic uncertainty and service providers become stronger partners to financial institutions

Scope and methodology

In this research, we analyze the global capital markets BPO service provider landscape. We focus on:

- Relative positioning of 13 service providers on Everest Group's PEAK Matrix for capital markets BPO
- Service provider capability assessment across key dimensions
- Emerging service provider trends
- Implications for key stakeholders

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Overview and abbreviated summary of key messages

Capital markets BPO is the smallest segment of BFSI BPO, but continues to remain the fastest growing. This report uses Everest Group's proprietary PEAK Matrix to assess and rate service providers on various dimensions of their capabilities. It also discusses key emerging trends in the fast growing capital markets BPO market.

Some of the findings in this report, among others, are:

Everest Group PEAK Matrix for banking BPO

- Thirteen service providers were positioned on the Everest Group PEAK Matrix 2013 for capital markets BPO
- They were classified into Leaders, Major Contenders, and Emerging Players based on their market success and delivery capability
- Cognizant, eClerx, Syntel, TCS, and Wipro continued their leadership positions in 2012

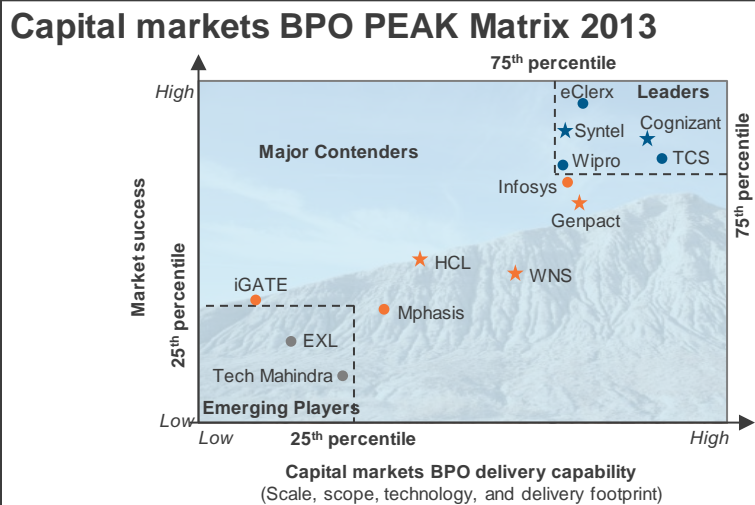
Key insights on PEAK Matrix dimensions

- Top quartile performers by market success (also the Leaders) account for almost three-fourths of the overall capital markets BPO market
- Most service providers are focused on only one or two Lines of Business (LoBs)
- Overall offshoring in capital markets BPO is higher as compared to banking BPO

Emerging service provider trends

- Technology, analytics, risk management and regulatory reporting emerge as key service provider trends
- Inclusion of analytics services in capital markets contracts is on the rise for the last couple of years. Reporting and descriptive analytics are the two most commonly used analytics models in capital markets BPO

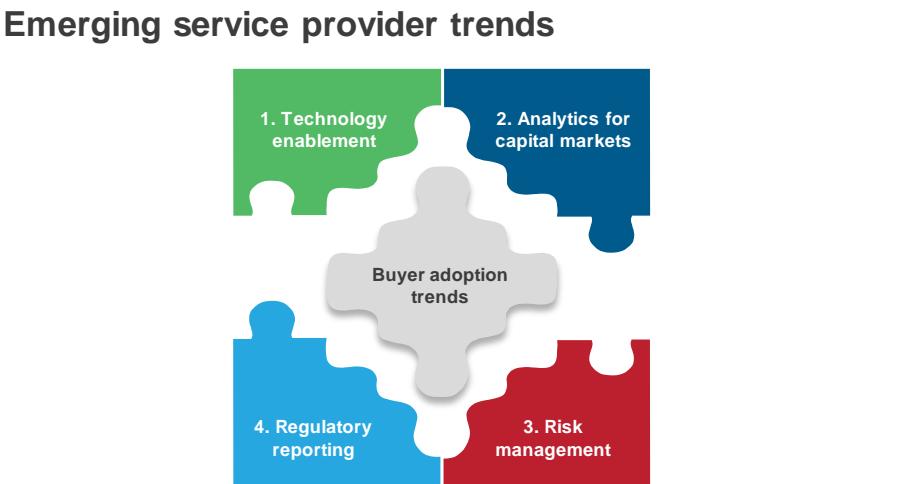
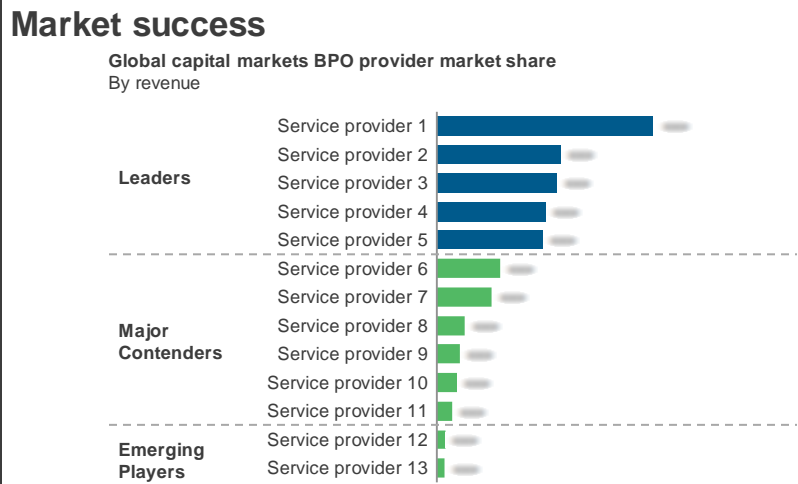
This study offers three distinct chapters providing a deep dive into key aspects of the capital markets BPO service provider landscape; below are four charts to illustrate the depth of the report



Capability assessment

Leaders
Major Contenders
Emerging Players
High
Medium-high
Medium
Low

Service provider	Delivery capability					Market success
	Scale	Scope	Technology capability	Delivery footprint	Overall	
Service provider 1	High	High	High	High	High	High
Service provider 2	High	High	High	High	High	High
Service provider 3	High	High	Medium-high	Medium-high	Medium-high	Medium-high
Service provider 4	High	High	High	High	High	High
Service provider 5	Medium-high	Medium-high	High	High	High	High
Service provider 6	High	High	Medium-high	Medium-high	Medium-high	Medium-high
Service provider 7	Medium-high	Medium-high	Medium-high	Medium-high	Medium-high	Medium-high
Service provider 8	Medium-high	Medium-high	Medium-high	Medium-high	Medium-high	Medium-high
Service provider 9	Medium-high	Medium-high	Medium-high	Medium-high	Medium-high	Medium-high
Service provider 10	Medium-high	Medium-high	Medium-high	Medium-high	Medium-high	Medium-high
Service provider 11	Medium-high	Medium-high	Medium-high	Medium-high	Medium-high	Medium-high
Service provider 12	Medium-high	Medium-high	Medium-high	Medium-high	Medium-high	Medium-high



Source: Everest Group (2013)

BFSI BPO research calendar 2013

Topic	Release date
Insurance BPO Service Provider Profile Compendium	January-2013
Analytics in Banking: War is Ninety Percent Information	June-2013
Banking and Financial Services (BFS) BPO Annual Report 2013 – Small is the New Big!	August-2013
Banking BPO – Service Provider Landscape with PEAK Matrix™ Assessment 2013	September-2013
Global Location Insights: Sun Is Rising In the "Middle" East	October-2013
Capital Markets BPO – Service Provider Landscape with PEAK Matrix™ Assessment 2013...	December-2013
Banking BPO – Service Provider Profile Compendium 2013	Q4-2013
Capital Markets BPO – Service Provider Profile Compendium 2013	Q4-2013
Insurance BPO – Annual Report 2013	Q4-2013
Insurance BPO – Service Provider Landscape with PEAK Matrix™ Assessment 2013	Q4-2013
BFSI BPO Service Provider Profile Compendium – Insurance BPO	Q4-2013

Additional BFSI BPO research references

The following documents are recommended for additional insight on the topic covered in this report. The recommended documents either provide additional details on the topic or complementary content that may be of interest.

1. **BFS BPO Annual Report 2013 – Small is the New Big!** ([EGR-2013-11-R-0912](#)); 2013. This report assists key stakeholders (buyers, service providers, and technology providers) understand the changing dynamics of the BFS BPO market and help them identify the trends and outlook for 2013. In this backdrop, this report provides comprehensive coverage of the global BFS BPO market including detailed analysis of market size & growth, buyer adoption trends, banking and capital markets BPO solution characteristics, and service provider landscape
2. **Analytics in Banking: War is Ninety Percent Information** ([EGR-2013-11-R-0888](#)); 2013: This report provides a comprehensive understanding of the analytics services industry with focus on banking domain. Analytics adoption in the banking industry is covered in depth, covering various aspects such as market size, key drivers, recent analytics initiative, and challenges. The report also analyses the trends in analytics deals for various banking subverticals (cards, retail, commercial, and lending) and evaluates analytics capabilities of 20+ service providers in the banking space
3. **A PEAK into the Leaders, Major Contenders, and Emerging Players of Capital Markets BPO** ([EGR-2012-11-R-0794b](#)) 2012: This report assists key stakeholders (financial institutions, service providers, and technology providers) understand the changing dynamics of the capital markets BPO service provider landscape. It will also help them identify market Leaders, Major Contenders, and Emerging Players for 2011. The report provides detailed analysis of service provider market shares, relative position on Everest Group PEAK Matrix, service provider capability assessment, and emerging service provider trends

For more information on this and other research published by the Everest Group, please contact us:

Saurabh Gupta, Vice President:

saurabh.gupta@everestgrp.com

Anupam Jain, Practice Director

anupam.jain@everestgrp.com

Vikas Menghwani, Analyst:

vikas.menghwani@everestgrp.com

FS BPO Team:

FSBPOresearch@everestgrp.com

Everest Group

Two Galleria Tower
13455 Noel Road, Suite 2100
Dallas, TX 75240

Phone: +1-214-451-3110

Email: info@everestgrp.com



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Dallas (Headquarters)

info@everestgrp.com
+1-214-451-3000

New York

info@everestgrp.com
+1-646-805-4000

Toronto

canada@everestgrp.com
+1-647-557-3475

London

unitedkingdom@everestgrp.com
+44-207-129-1318

Delhi

india@everestgrp.com
+91-124-284-1000

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