



Banking BPO Service Provider Profile Compendium

Banking, Financial Services, and Insurance (BFSI) Business Process Outsourcing
Market Report – January 2017 – Preview Deck

Our research offerings for global services

▶ Market Vista™

Global services tracking across functions, sourcing models, locations, and service providers – industry tracking reports also available

▶ BFSI¹ Information Technology

▶ PricePoint™

▶ BFSI¹ Business Process

▶ Finance & Accounting

▶ Healthcare & Life Sciences ITS

▶ Procurement

▶ Healthcare & Life Sciences BPS

▶ Human Resources

▶ Application & Digital

▶ Recruitment & Talent Acquisition

▶ Cloud & Infrastructure

▶ Contact Center

▶ Global Sourcing

▶ Service Optimization Technologies

▶ Locations Insider™

▶ Transaction Intelligence

Custom research capabilities

- Benchmarking | Pricing, delivery model, skill portfolio
- Peer analysis | Scope, sourcing models, locations
- Locations | Cost, skills, sustainability, portfolio – plus a tracking tool
- Tracking services | Service providers, locations, risk
- Other | Market intelligence, service provider capabilities, technologies, contract assessment

Subscription information

- The full report is included in the following subscription(s)
 - **BFSI¹ Business Process**
- In addition to published research, a subscription may include analyst inquiry, data cuts, and other services
- **If you want to learn whether your organization has a subscription agreement or request information on pricing and subscription options, please contact us**



Corporate Headquarters

Office: +1-214-451-3000

info@everestgrp.com



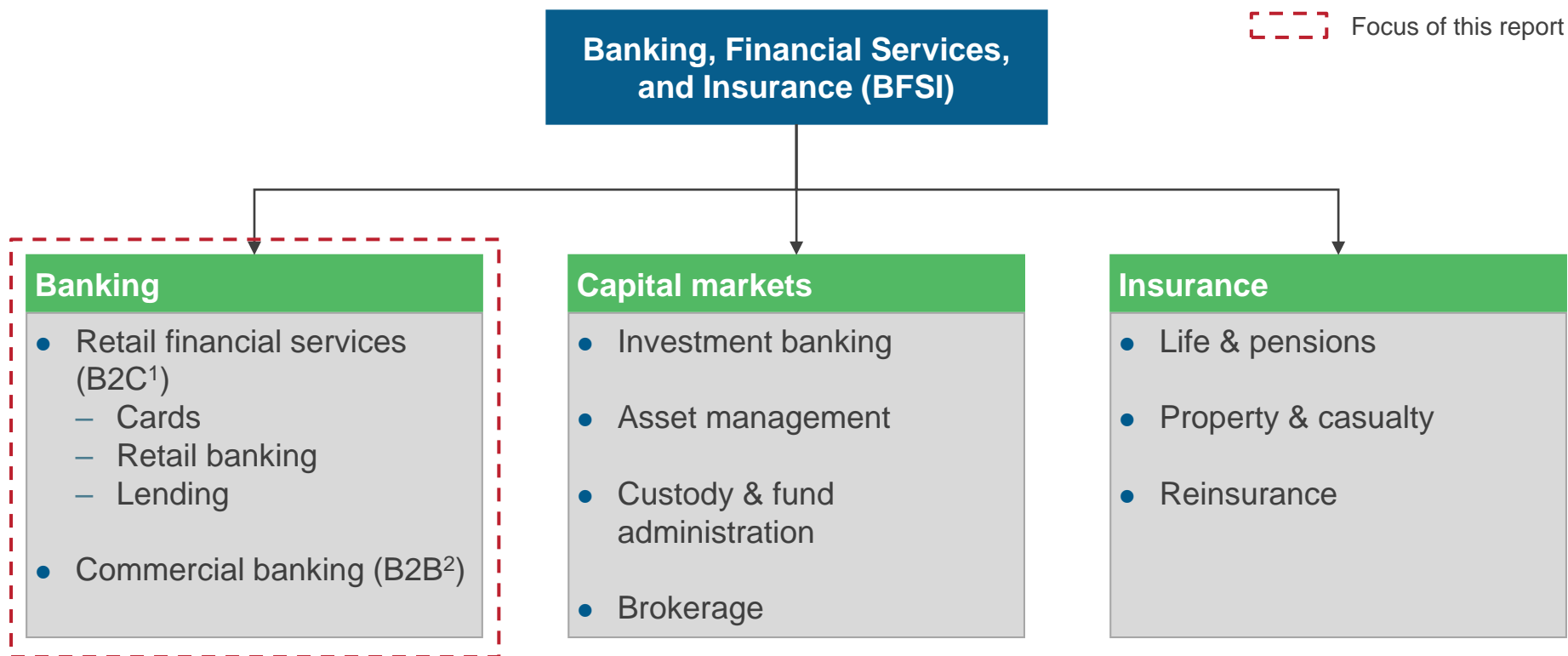
European Headquarters

Office: +44-207-129-1318

unitedkingdom@everestgrp.com

¹ Banking, financial services, and insurance

This report focuses on banking BPO



Note: This report covers vertical-specific BPO within the banking space. It does not include coverage of horizontal business processes such as F&A, HR, procurement, and contact centers

¹ Business-to-consumer relationships

² Business-to-business relationships

Table of contents (page 1 of 2)

Topic	Page no.
Background and scope	7
Section I: Banking BPO service provider landscape snapshot	8
Section II: Profiles of banking BPO Leaders	15
• Genpact	16
• TCS	24
• Wipro	31
Section III: Profiles of banking BPO Major Contenders	38
• Avaloq	39
• Capgemini	47
• Cognizant	53
• Concentrix	60
• CSC	64
• EXL	70
• HCL	76
• Infosys	82
• Intelenet	89

Table of contents (page 2 of 2)

Topic	Page no.
Section III: Profiles of banking BPO Major Contenders (continued)	
• Sutherland Global Services	95
• WNS	101
• Xerox	107
Section IV: Profiles of banking BPO Aspirants	113
• Syntel	114
• Tech Mahindra	119
Section V: Appendix	124
PEAK Matrix framework	125
Glossary of terms	127
BFSI BPO research agenda	130
References	131

Banking BPO – overview

Company overview

XXX is a leading operations management and analytics company that looks to drive business impact through integrated services and industry knowledge. XXX provides operations management, decision analytics, and technology platforms to organizations in insurance, healthcare, banking & financial services, utilities, travel, and transportation & logistics, among others. XXX has been in business since 1999, and has approximately 24,000 professionals in locations throughout the United States, Europe, Latin America, Australia, South Africa, and Asia.

Key leaders

- XXX, Vice Chairman & Chief Executive Officer
- XXX, President & Chief Operating Officer
- XXX, Head, Banking & Financial Services
- XXX, Vice President, Capital Markets
- XXX, Head of Sales, BFS
- XXX, Head, Decision Analytics

Headquarter: Urban Landing Solutions

Website: [Landing Solutions](#)

Suite of services

- Cards
- Commercial banking
- Lending
- Retail banking

	2013	2014	2015
Revenue (US\$ million)	XXX	XXX	XXX
Number of FTEs	XXX	XXX	XXX
Number of clients	XXX	XXX	XXX

Recent acquisitions and partnerships

- **2016:** Partnership with [Urban Landing Solutions](#), a company that develops robotic process automation and testing software, to accelerate advanced automation and robotics solutions
- **2014:** Partnership with [Solutions](#), a global trade and supply chain management platform
- **2014:** Partnership with [Urban Landing Solutions](#) for onsite BPO delivery
- **2014:** Partnership with [Landing Solutions](#), a fully-integrated platform for receivable management
- **2014:** Partnership with [Urban](#), a provider of cloud spend solutions

Recent developments

- Awarded a major contract with a leading credit card company for customer support services
- Awarded a major contract with a Fortune 500 banking company for legal and back-office services
- New geography (Singapore): Delivering analytics support for a pan-Asian banking giant
- Established a Joint Venture (JV) with a large provider in Colombia to enable nearshore Spanish-language capability

Source: Everest Group (2017)

Banking BPO – key delivery locations

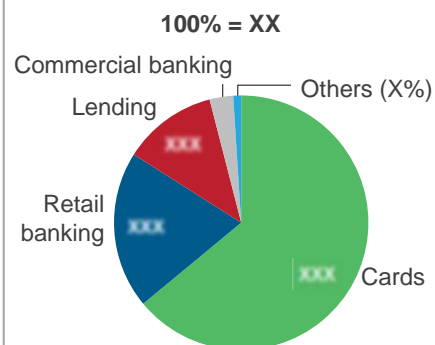


Source: Everest Group (2017)

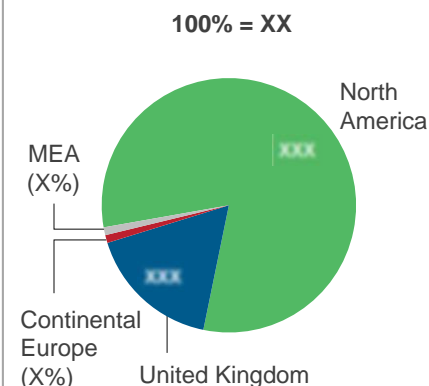
Banking BPO – capabilities and key clients

Key banking BPO engagements			
Client name	LoB	Region	Client since
XXXX	Cards	XXXX	2012
XXXX	Retail banking	XXXX	2011
XXXX	Cards and retail banking	XXXX	2011
XXXX	Cards, lending, and retail banking	XXXX	2010
XXXX	Retail banking	XXXX	2008
XXXX	Commercial banking	XXXX	2006
XXXX	Commercial banking	XXXX	2001
XXXX	Lending	XXXX	2001

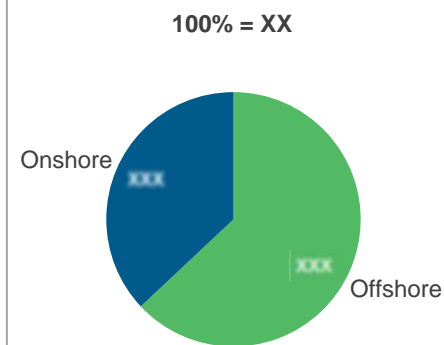
Banking BPO FTE mix by segment
FTEs in numbers



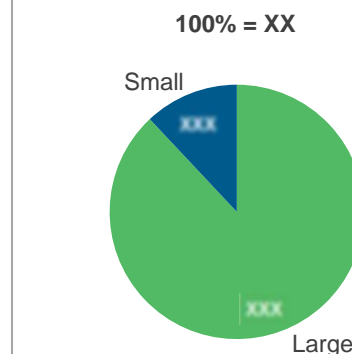
Banking BPO revenue mix by geography
Revenue in US\$ million



Banking BPO FTE split by delivery location
FTEs in numbers



Banking BPO number of contracts by buyer size¹
Number of active contracts



¹ Buyer size is defined as large (>US\$10 billion in revenue), medium (US\$5-10 billion in revenue), and small (<US\$5 billion in revenue)

Note: Based on contractual and operational information as of December 2015

Source: Everest Group (2017)

XXX (page 4 of 6)

Banking BPO – technology solutions/tools

Application	LoB	Year launched	Description	No. of BPO clients
Client legal name remediation tool (RPA-based)	Cards	2015	A tool for automation of client legal name remediation through automated analysis of names captured on client systems, mailed letters, and web interfaces	N/A ¹
Intra-day liquidity monitoring (OLM) tool	Cards	2014	A tool for Basel - II OLM monitoring and reporting	N/A
Business Excellence Framework	All	2014	A framework that integrates analytics, automation, benchmarking, consulting, and industry best practices and technology platforms	N/A
Tax reporting & withholding tool	Cards	2013	A tool for FATCA withholding & reporting	N/A
Microanalytics tool	Cards, commercial banking, and retail banking	2008	Microanalytics tool is a proprietary set of analytics modules that provides functions such as EDD for profiling, outlier treatment, missing imputation, exploratory analysis, and automation of techniques, for instance OLM, logistic, and linear regression	N/A

¹ Not Available

Source: Everest Group (2017)

XXX (page 5 of 6)

Banking BPO – risk management & regulatory reporting

Risk management support	Details	No. of BPO clients
Credit risk	A framework that integrates analytics, automation, benchmarking, consulting, and industry best practices and technology platforms	5
Operations risk	A tool for FATCA withholding & reporting	5
Market risk	A framework that integrates analytics, automation, benchmarking, consulting, and industry best practices and technology platforms	3
Liquidity risk	A tool for FATCA withholding & reporting	3
Regulatory risk	A framework that integrates analytics, automation, benchmarking, consulting, and industry best practices and technology platforms	7

Regulatory reporting support	List of regulations	Description	No. of BPO clients
U.S. regulations	A framework that integrates analytics, automation, benchmarking, consulting, and industry best practices and technology platforms	A framework	3
UK regulations	A tool for FATCA withholding & reporting	A tool	3
EU regulations	A framework that integrates analytics, automation, benchmarking, consulting, and industry best practices and technology platforms	A framework	1

1 Not disclosed

Source: Everest Group (2017)

XXX (page 6 of 6)

Everest Group assessment

Measure of capability: Best-in-class Very high High Medium high Medium Medium low Low Not mature

Leaders Major Contenders Aspirants

Delivery capability						Market success
Scale	Scope	Technology and innovation	Delivery footprint	Buyer satisfaction	Overall	

Strengths	Areas of improvement
<ul style="list-style-type: none"> Driven by robust analytics capabilities and process excellence, XXX secured the position of Major Contender on the Everest Group PEAK Matrix Although a somewhat late entrant in the banking BPO space, XXX has started showing signs of increased traction among buyers Willingness to go the extra mile and strong relationship management driven by high leverage of business executives instead of sales managers were indicated as key strengths by buyers 	<ul style="list-style-type: none"> XXX's portfolio of core banking technologies is somewhat lacking compared to its peers in the industry, and a large set of its capabilities are centered around operational expertise and analytics Buyers also indicated that although XXX is strong on relationship management and flexibility aspects, its capabilities in providing innovative and value-added services are suspect Going forward, XXX should forge technology partnerships in order to better serve core banking deals, with analytics providing the differentiation layer

Source: Everest Group (2017)

BFSI BPO research calendar

Topic	Release date
L&P Insurance BPO Service Provider Landscape with PEAK™ Matrix Assessment	August 2016
P&C Insurance BPO Annual Report	September 2016
Banking BPO Annual Report 2016: Riding on the Digital wave and Advancing in Automation	September 2016
L&P Insurance BPO Service Provider Profile Compendium	November 2016
Capital Markets BPO Annual Report	November 2016
L&P Insurance BPO Annual Report	November 2016
Retail Banking BPO – State of the Market with PEAK Matrix™ Assessment 2016: Analytics and Innovation at the Forefront in Challenging Times	December 2016
P&C Insurance BPO Service Provider Profile Compendium	December 2016
Capital Markets BPO Service Provider Profile Compendium	January 2017
Banking BPO Service Provider Profile Compendium	January 2017
P&C Insurance BPO Service Provider Landscape with PEAK™ Matrix Assessment	Q1 2017
Banking BPO Service Provider Landscape with PEAK™ Matrix Assessment	Q2 2017
P&C Insurance BPO Annual Report	Q2 2017
P&C Insurance BPO Service Provider Profile Compendium	Q2 2017

Additional BFSI BPO research references

The following documents are recommended for additional insight into 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. **Capital Markets BPO – Service Provider Profile Compendium 2016** ([EGR-2017-11-R-2052](#)); 2017. The objective of this compendium is to provide key stakeholders a snapshot of the offerings and capabilities of the 14 major capital markets BPO service providers. Specifically, the report allows for comparison of the service providers on their areas of strength and development. It helps current and potential buyers of capital markets BPO services to assess the service providers on the capabilities that they desire.
2. **Banking BPO – Service Provider Landscape with PEAK Matrix™ Assessment 2016** ([EGR-2016-11-R-1807](#)); 2016. 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 banking BPO market
3. **Banking BPO Annual Report 2016: Riding on the Digital Wave and Advancing in Automation** ([EGR-2016-11-R-1941](#)); 2016. This report assists key stakeholders (buyers, service providers, and technology providers) in understanding the changing dynamics in the banking BPO market and identifying recent trends and future outlook. In this backdrop, this report provides comprehensive coverage of the global banking BPO market including detailed analysis of market size & growth, buyer adoption trends, solution characteristics, and service provider landscape
4. **Risk Management - Looking Beyond the Transactions, Credit Leading the Way** ([EGR-2016-11-R-1632](#)); 2016. This study helps analyze the structure of various risk categories for major banks and financial institutions around the world. Against this backdrop, this study also provides an overview of the sourcing landscape for risk management functions with a key focus on third-party BPO service providers and their maturity levels across various risk categories

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

Manu Aggarwal, Practice Director:

Parth Govil, Senior Analyst:

Robin Jain, Senior Analyst:

manu.aggarwal@everestgrp.com

parth.govil@everestgrp.com

robin.jain@everestgrp.com

Website: www.everestgrp.com | Phone: +1-214-451-3000 | Email: info@everestgrp.com



From **insight** to **action**.



About Everest Group

Everest Group is a consulting and research firm focused on strategic IT, business services, and sourcing. We are trusted advisors to senior executives of leading enterprises, providers, and investors. Our firm helps clients improve operational and financial performance through a hands-on process that supports them in making well-informed decisions that deliver high-impact results and achieve sustained value. Our insight and guidance empower clients to improve organizational efficiency, effectiveness, agility, and responsiveness. What sets Everest Group apart is the integration of deep sourcing knowledge, problem-solving skills and original research. Details and in-depth content are available at www.everestgrp.com.

Dallas (Headquarters)

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

Bangalore

india@everestgrp.com
+91-804-276-4533

Delhi

india@everestgrp.com
+91-124-496-1000

London

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

New York

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

Toronto

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

Stay connected

Website



www.everestgrp.com

Social Media



@EverestGroup



@Everest Group

Blog

Sherpas In Blue Shirts

www.sherpasinblueshirts.com