



Banking ITS Report Card and Growth Outlook 2018

Banking & Financial Services (BFS) – IT Services

Market Report – August 2018: Complimentary Abstract / Table of Contents

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- Price book
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- Virtual Roundtables
- Workshops

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

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Background, scope, and methodology for banking ITS transactions activity and market trends assessment 2018

Background and context:

- Pace of technology disruption, changing consumer preferences, and need for banks to come up with new business models are disrupting the current banking landscape. Banks are moving away from being perceived as a physical structure that offers financial services/products to being an ambient fabric connecting people and businesses
- Banks are transitioning from a product-centric to a customer-centric model by redesigning the existing IT landscape
- Technology is becoming core to the banking business and the ITS market is witnessing massive disruption
- IT Services (ITS) market is pivoting from a labor-arbitrage model to a value-based digital-first model
- In this report, we analyze the banking ITS transactions activity, banking IT market size, growth drivers, and other banking technology market trends

Scope of this report



Industry

Banking (retail banking, commercial banking, cards & payments, and lending)



Market segment

ITS market – Third-party ITS transactions; excludes shared services or Global Capability Centers (GCC)



Geography

Global



Sources

Everest Group's proprietary database of 1200+ active, multi-year ITS contracts within banking (updated quarterly) and operational capability of 25+ banking ITS service providers (updated annually through service provider Request for Information (RFI))

Service providers covered in the analysis

accenture

Atta

Birlasoft®

Capgemini

CGI

Cognizant

DXC.technology

epam

excelian
LUXOFT FINANCIAL SERVICES

genpact
Transformation
Happens Here

GFT

HCL

Hexaware
TECHNOLOGIES

IBM

Infosys

ITC INFOTECH
Business Friendly Solutions

LTI

Mindtree
Welcome to possible

Mphasis
Unleash the Text

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technologies
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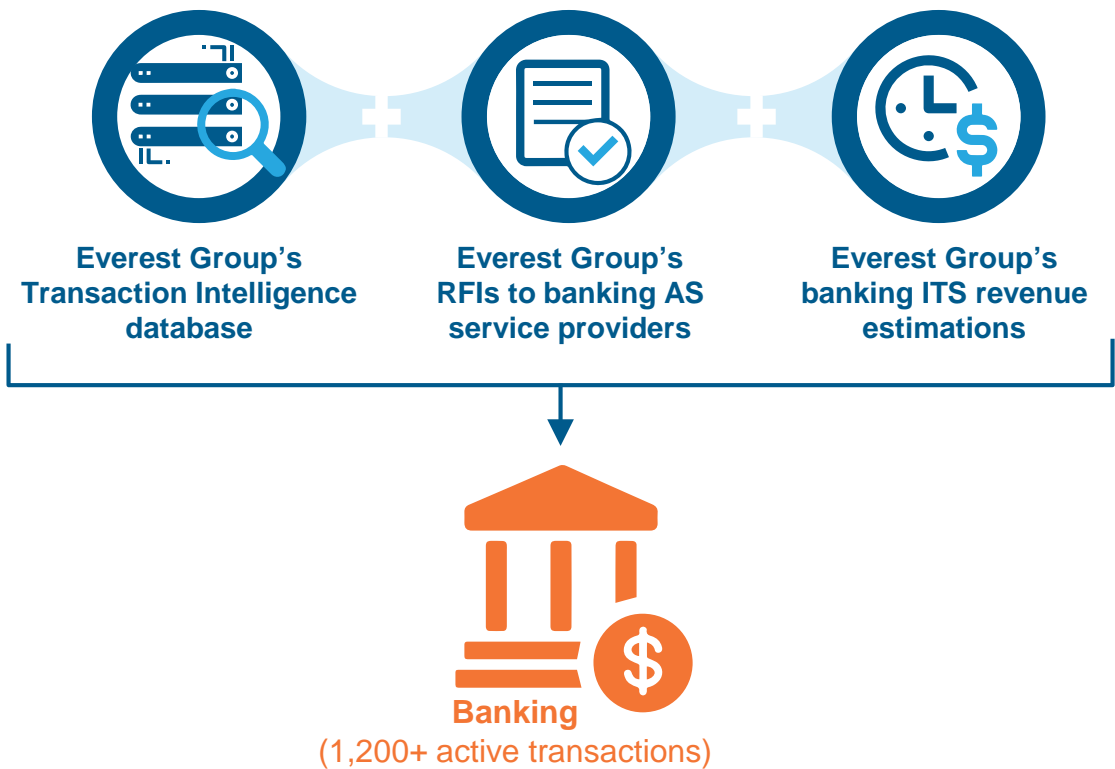
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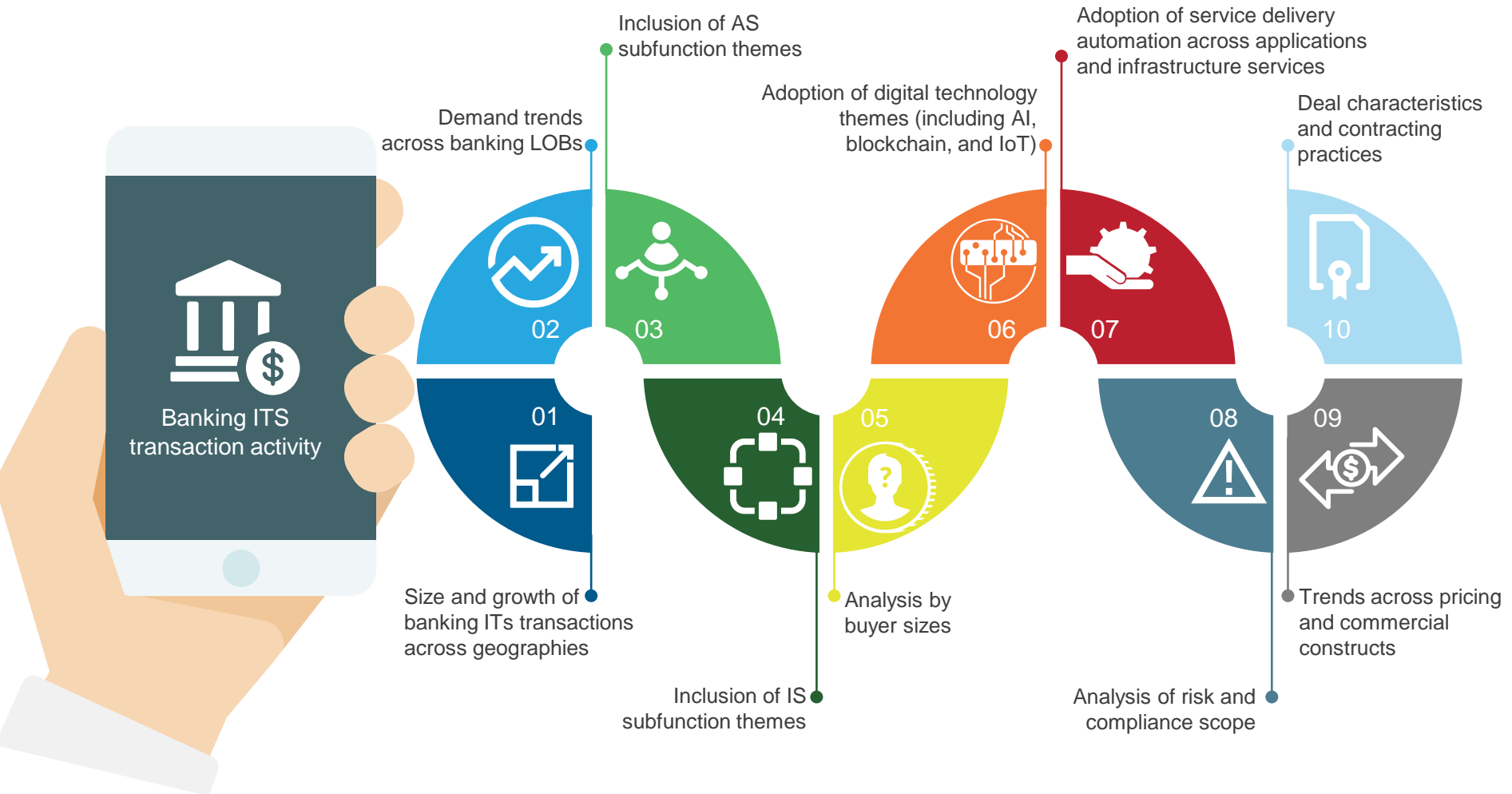
wipro

Introduction to the Everest Group proprietary banking ITS transaction database

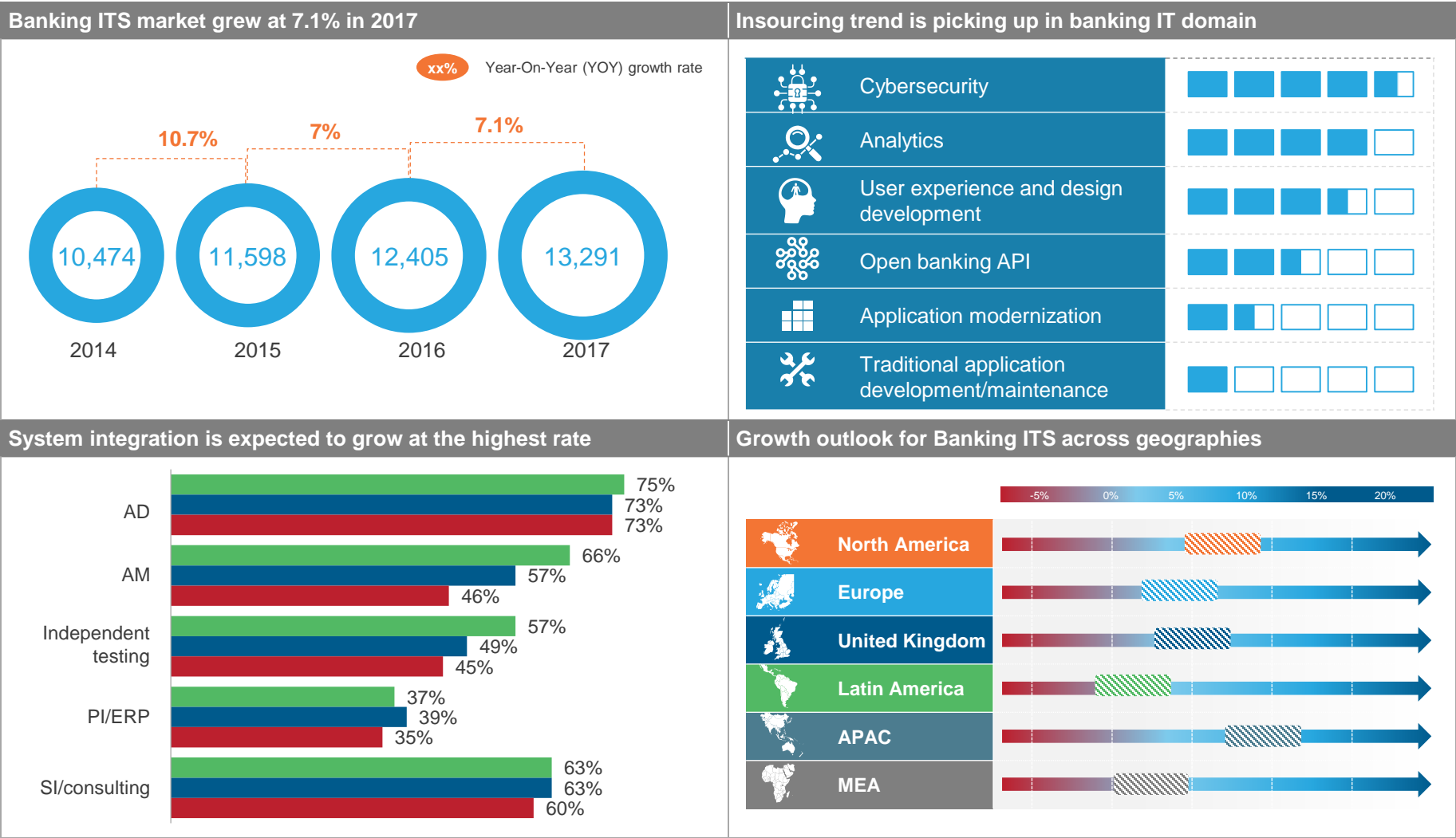


Size and growth	Scope characteristics		Deal characteristics
<ul style="list-style-type: none">• Number of transactions• TCV and ACV trends• Deal duration	<ul style="list-style-type: none">• Applications Services (AS) subfunctions• Infrastructure Services (IS) subfunctions• Banking LOBs	<ul style="list-style-type: none">• Geographic scope• Digital technology themes• Risk and compliance• Automation	<ul style="list-style-type: none">• Engagement models• Pricing and commercial models• Transactions by buyer size

We further slice the banking ITS market to study the underlying characteristics and market trends



This study offers a deep dive into the banking ITS market; below are four charts to illustrate the depth of this report



Research calendar – BFS IT Services

Published
 Planned
 Current release

Flagship reports

Release date

Capital Markets IT Annual Report Part 1 - Platformification Wave Disrupting Buy-Side	April 2018
Capital Markets IT Annual Report Part 2 - Data and Intelligence Transforming Customer Experiences for Sell-Side	April 2018
Capital Markets IT Annual Report Part 3 - Building Digital Market Infrastructures	April 2018
Digital Effectiveness in Retail Banking Focus on Banks in the UK and Europe: Identifying Digital Banking Leaders in the Open Banking Era	May 2018
Capital Markets ITS Report Card and Growth Outlook 2018	August 2018
Banking ITS Report Card and Growth Outlook 2018	August 2018
Application Services in Banking PEAK™ Matrix Assessment 2018	Q3 2018
Open Banking IT Services PEAK™ Matrix Assessment 2018	Q3 2018
Application Services in Capital Markets PEAK™ Matrix Assessment 2018	Q3 2018
Banking ITS Annual Report – Exploring adoption of Artificial Intelligence (AI) Uses Cases	Q3 2018

Thematic reports

Enterprise Digital Adoption in Banking and Financial Services Pinnacle Model™ Analysis 2018: Artificial Intelligence Enabled Transformation	March 2018
Maximizing Value From Open Banking	March 2018
Blockchain: Is It the Silver Bullet?	March 2018
Securing Digital Experiences in Banking and Financial Services – State of Digital Identity Services Market	April 2018

Note: For a list of all BFS ITS reports published by us, please refer to our [website](#) page.

Additional BFS ITS research references

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

1. **Enterprise Digital Adoption in Banking and Financial Services | Pinnacle Model™ Assessment 2018: Harnessing Artificial Intelligence for Digital Leadership** ([EGR-2018-31-R-2562](#)); 2018. In this research, we understand enterprises' digital strategies by conducting a study of 55 banking and capital markets organizations across North America, Europe, the United Kingdom, and Asia Pacific. We identified 18 key dimensions in which enterprises are making investments for digital transformation, and further identified five key dimensions where Digital Pinnacle Enterprises™ in BFS differentiate and reap higher returns
2. **Digital Enablers – State of Application Programming Interface (API) Adoption in Banking: The Open Banking Revolution** ([EGR-2017-11-R-2372](#)); 2017. In this research, Everest Group provides the definition and functioning of API and explores the evolving banking API ecosystem. The report also analyzes the state of API adoption and open banking initiatives of 13 leading BFS firms across Europe, the United Kingdom, and the United States using Everest Group's proprietary assessment
3. **Navigating from Front to Back – Digital Services in Consumer Banking with Services PEAK Matrix™ Assessment 2018 and Profiles Compendium** ([EGR-2017-11-R-2464](#)); 2017. In this research, we present assessment and detailed profiles of 22 digital service providers featured on the digital services in consumer banking PEAK Matrix™. Each service provider profile presents a comprehensive picture of its service focus, key Intellectual Property (IP) / solutions, partnerships/alliances, and other digital & domain-specific investments

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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.

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