



# **Financial Crime and Compliance (FCC) Operations Services – Service Provider Compendium 2020**

Banking and Financial Services (BFS) – Business Process Services (BPS)  
Market Report – November 2019: Complimentary Abstract / Table of Contents

# Our research offerings for global services

▶ <b>Market Vista™</b> Global services tracking across functions, sourcing models, locations, and service providers – industry tracking reports also available	
▶ Application Services	▶ Human Resources
▶ <b>BPS   Banking &amp; Financial Services</b>	▶ ITS   Banking & Financial Services
▶ BPS   Healthcare & Life Sciences	▶ ITS   Healthcare
▶ BPS   Insurance	▶ ITS   Insurance
▶ Catalyst™	▶ IT Services Executive Insights™
▶ Cloud & Infrastructure	▶ ITS   Life Sciences
▶ Customer Experience Management Services	▶ Locations Insider™
▶ Data & Analytics	▶ PricePoint™
▶ Digital Services	▶ Procurement
▶ Engineering Services	▶ Recruitment & Talent Acquisition
▶ Enterprise Platform Services	▶ Service Optimization Technologies
▶ Finance & Accounting	

## Membership information

- This report is included in the following research program(s)
  - [Banking and Financial Services \(BFS\)](#) - [Business Process Services \(BPS\)](#)
- If you want to learn whether your organization has a membership agreement or request information on pricing and membership options, please contact us at [info@everestgrp.com](mailto:info@everestgrp.com), [unitedkingdom@everestgrp.com](mailto:unitedkingdom@everestgrp.com), or [india@everestgrp.com](mailto:india@everestgrp.com)

## More about membership

In addition to a suite of published research, a membership may include

- Accelerators™
- Analyst access
- Data cuts
- Pinnacle Model™ reports
- PriceBook
- 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

# Table of contents (page 1 of 2)

Topic	Page no.
Introduction and methodology .....	5
Section I: FCC operations service provider landscape snapshot .....	9
Section II: Profiles of FCC operations Leaders .....	16
• Accenture .....	17
• Genpact .....	22
• PwC .....	27
• TCS .....	32
• Wipro .....	37
Section III: Profiles of FCC operations Major Contenders .....	42
• Cognizant .....	43
• Exela Technologies .....	48
• EXL .....	53
• HCL Technologies .....	58
• Infosys .....	63
• KPMG .....	69
• Mphasis .....	74
• Navigant .....	79
• NTT DATA .....	84
• Sutherland Global Services .....	89
• Teleperformance .....	94
• WNS .....	99

Topic	Page no.
Section IV: Profiles of FCC operations Aspirants	104
• Atos Syntel	105
• Capgemini	110
• DXC Technology	115
• TMF Group	120
Appendix	125
• PEAK Matrix™ framework	126
• Glossary of terms	128
• Research calendar	129
• References	130

**The report has 21 service provider profiles providing a deep dive into key aspects of FCC operations market; below are the snapshots of providers' profile to illustrate the depth of the report**

## Overview

XXX is a global professional services company  
XXX works at the intersection of business and  
their performance and create sustainable value  
employs more than 250,000 people in 742 local  
and services include solutions for finance & ac  
management, and legal management, as well a  
healthcare, insurance, and public sectors.

- XXX, Chief Executive Officer
- XXX, Chief Financial Officer
- XXX, Chief Operating Officer

- AML
- Chargeback
- Fraud management
- KYC

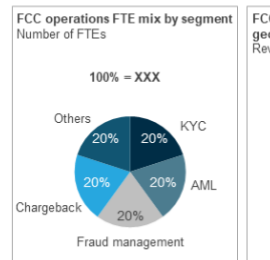


### Key delivery locations



## Key clients and capabilities

Key FCC operations engagements	
Client name	Line Of Business
ABC	KYC
ABC	Chargeback
ABC	AML
ABC	Fraud management
ABC	KYC



1 Buyer size is defined as large (>US\$10 billion in revenue).



### Technology solutions/tools

Application	LOB	Year launched	Description	No. of operations clients
Prioritization asset	KYC	2019	The solution helps assign cases and provide insights into performance by using workflow & tools data and historical case review information from previous years to prioritize cases	1
Document updater asset	KYC	2019	The solution helps identify and capture the information by using master data tool and provide it in a window for review by analysts	1
Intelligent agent	AML	2019	The solution helps gain insights on agent performance and benchmark values at case and sub-process level	1
Dashboard	KYC	2019	A tool that measures the efficiency and effectiveness of a provider	1
Checklist	Fraud management	2019	The solution includes all stages of the process and questions relating to quality control. An analyst completes, passes to QC, and moves through stages as they complete KYC	1
Business web solution	KYC	2018	The solution provides checklist that rejects team triage outreach. It includes tracking of challenges that are raised back to the client	1
Hub tool	Chargeback	2018	The solution centralizes the repository of links and information for analysts to increase their efficiency	1
KYC platform	KYC/AML	2019	The platform provides tight integration with clients' customer database to create and intelligently assign cases	1

# Research calendar – BFS BPS

Published
  Planned
  Current release

## Flagship BFS BPS reports

### Release date

Mortgage BPO – Service Provider Landscape with Services PEAK Matrix™ Assessment 2019	January 2019
Banking BPO Digital Capability Platform (DCP) – Service Provider Landscape with Solutions PEAK Matrix™ Assessment 2019	March 2019
Mortgage BPO Annual Report 2019	May 2019
Mortgage BPS – Service Provider Profile Compendium 2019	June 2019
Banking BPS – Service Provider Landscape with Services PEAK Matrix™ Assessment 2019	July 2019
Financial Crime and Compliance (FCC) Operations Services PEAK Matrix™ Assessment and Service Provider Landscape 2020	October 2019
<b>Financial Crime and Compliance (FCC) Operations – Service Provider Profile Compendium 2020</b>	<b>November 2019</b>
Capital Markets BPS – Service Provider Landscape with Services PEAK Matrix™ Assessment 2020	Q4 2019
Banking BPS – Service Provider Landscape with Services PEAK Matrix™ Assessment 2020	Q1 2020
Wealth Management BPS – Service Provider Landscape with Services PEAK Matrix™ Assessment 2020	Q1 2020

## Thematic BFS BPS reports

Trade Finance of the Future – A Blockchain Story	July 2017
Blockchain: Is it the Silver Bullet?	April 2018
Think Banks Have Gotten the Most Out of Automation – Think Again	February 2019
Buyer Satisfaction In BFS – What Makes the Banks Frown?	August 2019
Makings of a Successful Sourcing Relationship – Deal Trends in Banking	August 2019
Business-Process-as-a-Service (BPaaS) Adoption Debunked – Current and Future Direction	September 2019
Achieve the Most Out of Our Analytics Spend – Analytics Success Stories in BFS	Q4 2019

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

# Additional BFS BPS 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. **Banking BPO Annual Report 2018: Digital Transformation or Digital Washing: Looking Beyond the Hype** ([EGR-2018-27-R-2706](#)); 2018. 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 the future outlook. In this backdrop, this report tries to investigate the levers of true digital transformation and identifies the difference between transformation and washing when it comes to digital
2. **Banking BPO Digital Capability Platform (DCP) – Service Provider Landscape with Solutions PEAK Matrix™ Assessment 2019** ([EGR-2018-27-R-3115](#)); 2019. With almost every banking BPO service provider in the market trying to ride on the “digital” wave, it is a difficult proposition to evaluate and assess their digital capabilities against each other. The report seeks to accomplish this objective by examining the next-generation digital capabilities of these service providers, their ability to integrate different technology levers, and their impact on the banking BPO processes.
3. **Everest Group - KYC-AML BPO - State of the Market with PEAK Matrix™ Assessment 2018** ([EGR-2018-27-R-2660](#)); 2019. . This report assists key stakeholders (buyers, service providers, and technology providers) in understanding the landscape of the KYC-AML BPO market and identifying recent trends and the future outlook. The report seeks to accomplish this objective by examining the KYC-AML capabilities of service providers, their ability to handle different processes, and their solutions for the KYC-AML BPO processes

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

<b>Manu Aggarwal</b> , Vice President:	<a href="mailto:manu.aggarwal@everestgrp.com">manu.aggarwal@everestgrp.com</a>
<b>Robin Jain</b> , Practice Director:	<a href="mailto:robin.jain@everestgrp.com">robin.jain@everestgrp.com</a>
<b>Akanksha Pathak</b> , Senior Analyst:	<a href="mailto:akanksha.pathak@everestgrp.com">akanksha.pathak@everestgrp.com</a>
<b>Harshita Saaran</b> , Senior Information Specialist:	<a href="mailto:harshita.saaran@everestgrp.com">harshita.saaran@everestgrp.com</a>

Website: [www.everestgrp.com](http://www.everestgrp.com) | Phone: +1-214-451-3000 | Email: [info@everestgrp.com](mailto:info@everestgrp.com)



## 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](http://www.everestgrp.com).

### Dallas (Headquarters)

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

### Bangalore

india@everestgrp.com  
+91-80-61463500

### 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  
+1-416-388-6765

## Stay connected

### Website



[www.everestgrp.com](http://www.everestgrp.com)

### Social Media



@EverestGroup



@Everest Group

### Blog



[www.everestgrp.com/blog/](http://www.everestgrp.com/blog/)

*This document is for informational purposes only, and it is being provided "as is" and "as available" without any warranty of any kind, including any warranties of completeness, adequacy, or fitness for a particular purpose. Everest Group is not a legal or investment adviser; the contents of this document should not be construed as legal, tax, or investment advice. This document should not be used as a substitute for consultation with professional advisors, and Everest Group disclaims liability for any actions or decisions not to act that are taken as a result of any material in this publication.*