

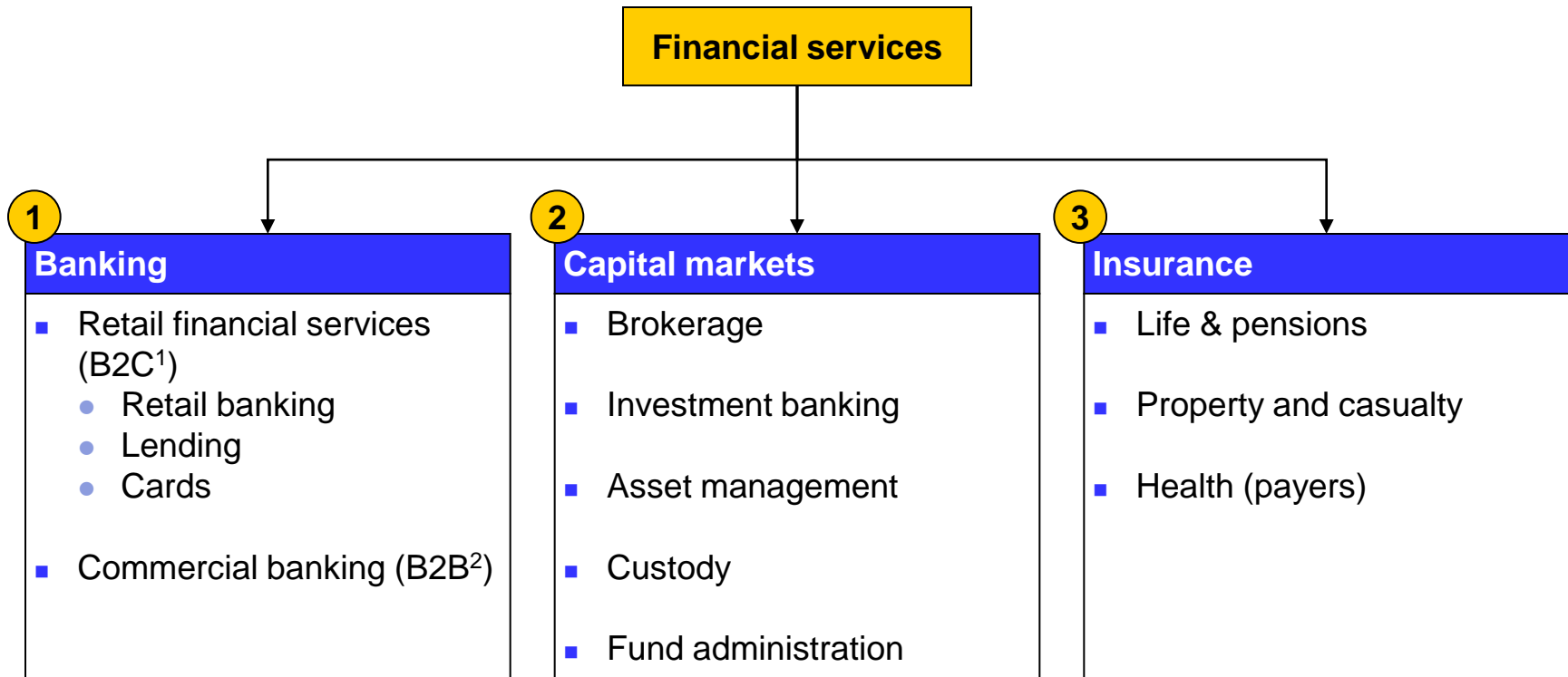


## **Financial Services BPO (FS BPO)**

### **Service Provider Profile – Preview Deck**

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# Everest definition of financial services includes the following three segments



1 Business-to-consumer relationships

2 Business-to-business relationships

# ABC (page 1 of 5)

## Financial services BPO overview

**Company overview:** Xxxx

**Key FS BPO leaders**

- Xxxx

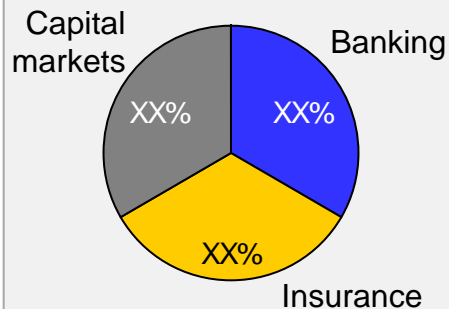
**Financial overview**

	2008	2009	2010
<b>Revenue (US\$ million)</b>	Xx	Xx	Xx
<b># of FTEs</b>	Xx	Xx	Xx
<b># of clients</b>	Xx	Xx	Xx

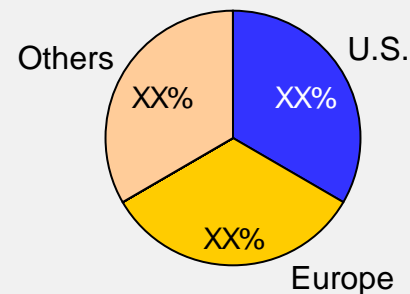
**Key FS developments (investment/acquisition)**

- 2010: Xxxx
- 2009: Xxxx

**FS BPO revenue mix by segment**



**FS BPO revenue mix by geography**



**FS technology landscape**

- **Banking:** Xxxx
- **Insurance:** Xxxx
- **Capital markets:** Xxxx

Source: Everest Research Institute (2010)

## Financial services BPO location landscape



Source: Everest Research Institute (2010)

# 1 Banking BPO overview

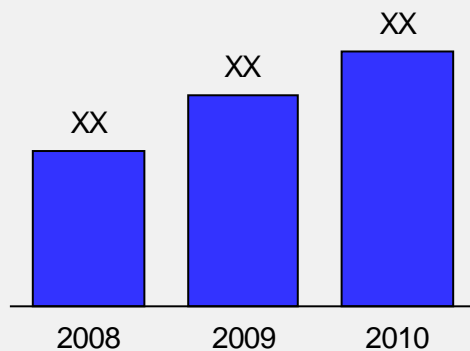
Major banking BPO clients: Xxxx

## Banking BPO engagements

Contract date	Client	Contract details (tenure, size, scope, etc.)
Xx	Xx	Xx

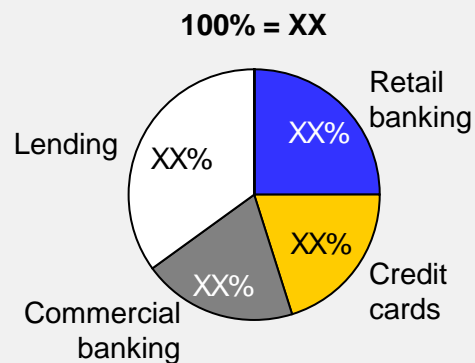
## Banking BPO scale of operations

Number of FTEs



## Banking BPO scale by sub-segment

Number of FTEs



## Banking BPO service suite

- Xxxx
- Xxxx
- Xxxx

Source: Everest Research Institute (2010)

## ② Capital markets BPO overview

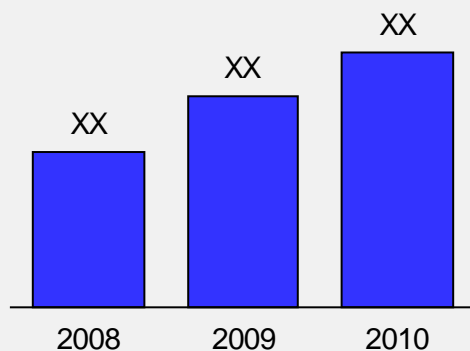
Major capital markets BPO clients: Xxxx

### Capital markets BPO engagements

Contract date	Client	Contract details (tenure, size, scope, etc.)
Xx	Xx	Xx

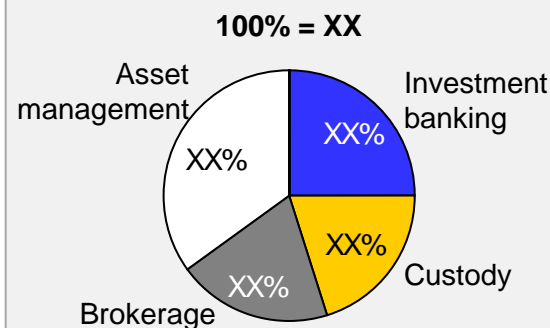
### Capital markets BPO scale of operations

Number of FTEs



### Capital markets BPO scale by sub-segment

Number of FTEs



### Capital markets BPO service suite

- Xxxx
- Xxxx
- Xxxx

Source: Everest Research Institute (2010)

### 3 Insurance BPO overview

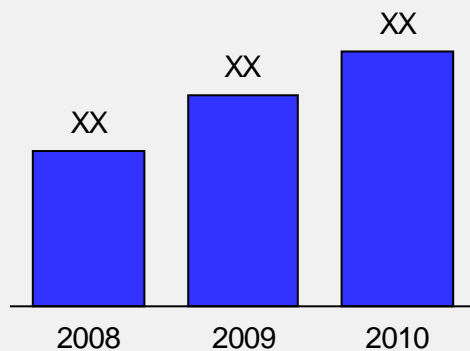
Major insurance BPO clients: Xxxx

#### Insurance BPO engagements

Contract date	Client	Contract details (tenure, size, scope, etc.)
Xx	Xx	Xx

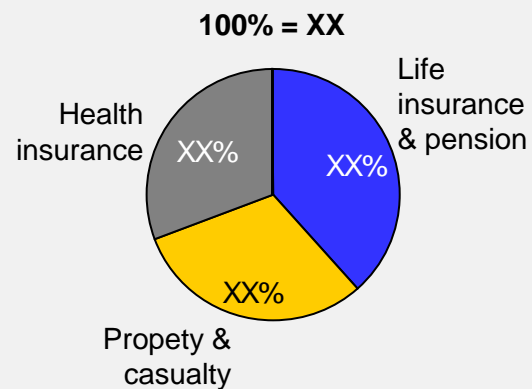
#### Insurance BPO scale of operations

Number of FTEs



#### Insurance BPO scale by sub-segment

Number of FTEs



#### Insurance BPO service suite

- Xxxx
- Xxxx
- Xxxx

Source: Everest Research Institute (2010)

# Appendix: FS BPO syndicated research offering



RESEARCH INSTITUTE

FS BPO syndicated research offering	Description	Standard subscription access (annual)	Strategic subscription access (annual)
Research reports	<ul style="list-style-type: none"> <li>Access to all FS BPO research reports covering each segment of the market (at least 5 in a year)</li> </ul>		
Breaking viewpoint	<ul style="list-style-type: none"> <li>Flash reports highlighting breaking industry news and expert perspectives on key implications</li> </ul>		
Analyst inquiry	<ul style="list-style-type: none"> <li>Ongoing analyst discussions for additional perspectives clarifications in 30 or 60 minutes increments</li> </ul>	4 hours of analyst access	8 hours of analyst access
Custom data cuts	<ul style="list-style-type: none"> <li>Additional custom data cuts from the materials presented in the research</li> </ul>	Up to 6 data cuts included	Up to 9 data cuts included
Market development tracking	<ul style="list-style-type: none"> <li>Quarterly transactional data in terms of new deal signings, creation of shared services, etc.</li> </ul>		
Strategy workshop	<ul style="list-style-type: none"> <li>Analyst-facilitated working session with the subscriber's team around their strategic imperatives</li> </ul>		
Licensing/distribution rights	<ul style="list-style-type: none"> <li>Rights to distribute/publicise customized document that may include service provider positioning or case studies</li> </ul>		

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# Appendix: Add-on research offering



## Add-on research offering

### Description

#### Co-sponsored research

Co-sponsored research that provides the client the opportunity to influence research topic and design and get preferential access to research output

#### Speaking engagements

Analyst in-person presentation on pre-determined topic during various internal or external events

#### Custom research

Focused research to provide answers to client's specific business issues:

- Competitive benchmarking
- Market entry and opportunity assessment
- Partnership/acquisition support
- Location analysis
- Service provider selection

# Appendix: Major forthcoming research in FS BPO



RESEARCH INSTITUTE

**TENTATIVE**

Title	Planned release	Goals of the research
<b>1. Global lending BPO market</b>	Q4 2010	<ul style="list-style-type: none"> <li>■ Coverage across credit cards, consumer loans (including mortgages), and commercial loans</li> <li>■ Global market potential and size of the lending BPO</li> <li>■ Prevalence of sourcing models (shared services vs. third-party)</li> <li>■ Third-party service provider landscape including assessment of scale and scope of offerings</li> </ul>
<b>2. Global sourcing in FS BPO</b>	Q1 2011	<ul style="list-style-type: none"> <li>■ Coverage across retail banking, capital markets, and insurance</li> <li>■ Offshore leverage through shared services and third-party outsourcing by financial services organizations</li> <li>■ Potential offshorability and current offshore adoption of value chain elements for each business segment</li> <li>■ Mature and emerging delivery locations and associated value proposition</li> </ul>
<b>3. Realizing value from captive acquisitions in FS BPO</b>	Q2 2011	<ul style="list-style-type: none"> <li>■ Coverage across retail banking, capital markets, and insurance</li> <li>■ Detailed profiles of major FS captive acquisitions like TCS-CGSL, Cognizant-UBS, and WNS-Aviva</li> <li>■ Understand impact of acquisitions on market positioning of acquirer (third-party service providers)</li> <li>■ Understand the value of acquisition for the parent company of the acquired company</li> </ul>
<b>4. Global third-party BPO service provider landscape in Capital Markets</b>	Q3 2011	<ul style="list-style-type: none"> <li>■ Coverage across investment banking, asset management, and custody and fund administration</li> <li>■ Service provider segments and assessment of scale and scope of offerings</li> <li>■ Role of global sourcing and technology</li> <li>■ Individual service provider profiles</li> </ul>

Note: This does not include multiple reports and breaking viewpoints that we publish over the course of the year

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