



Topic: Banking BPO Service Provider Profile Compendium

Banking, Financial Services, and Insurance (BFSI) Outsourcing
Market Report: December 2013 – Preview Deck

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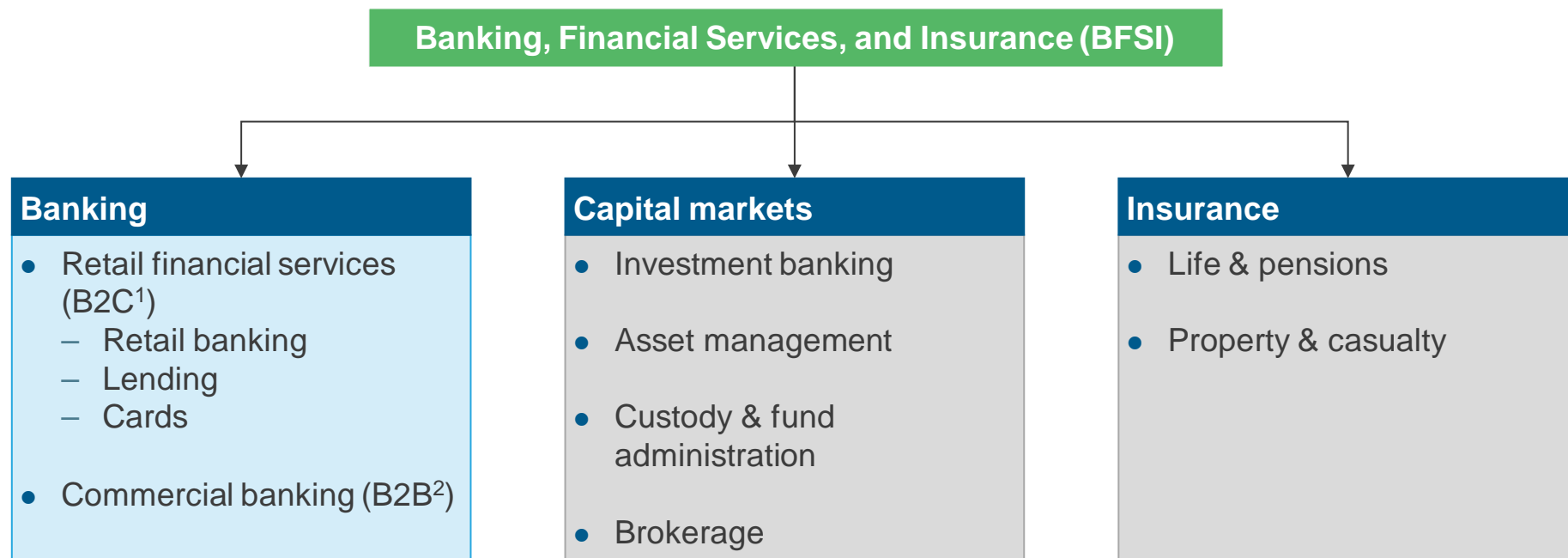
Custom research capabilities

- 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

¹ Banking, financial services, and insurance

Everest Group's definition of BFSI includes the following three segments

 Focus of this report



Note: This report covers vertical-specific BPO within the banking space. The report 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

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Banking BPO overview

Company overview

XXX

Key leaders

- XX XX

Headquarter: XX XX

Website: www.xxx.com

Suite of services

- XX XX
- XX XX

	2010	2011	2012
Revenue (US\$ million)	XX	XX	XX
Number of FTEs	XX	XX	XX
Number of clients	XX	XX	XX

Recent acquisitions and partnerships

- XX XX
- XX XX

Recent developments

- XX XX
- XX XX

Banking BPO location landscape

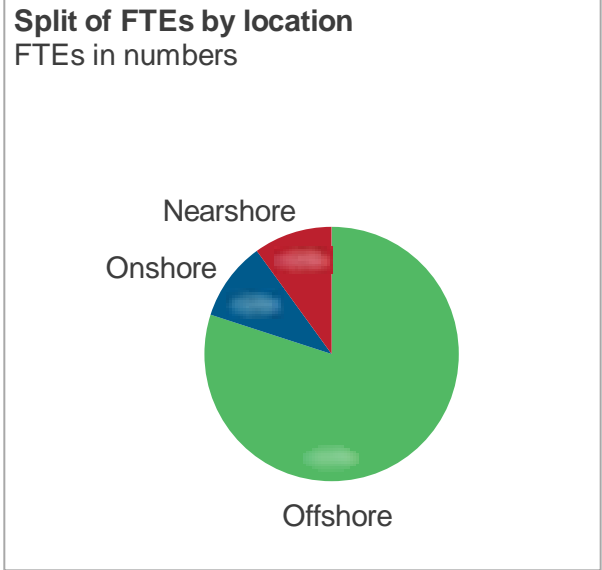
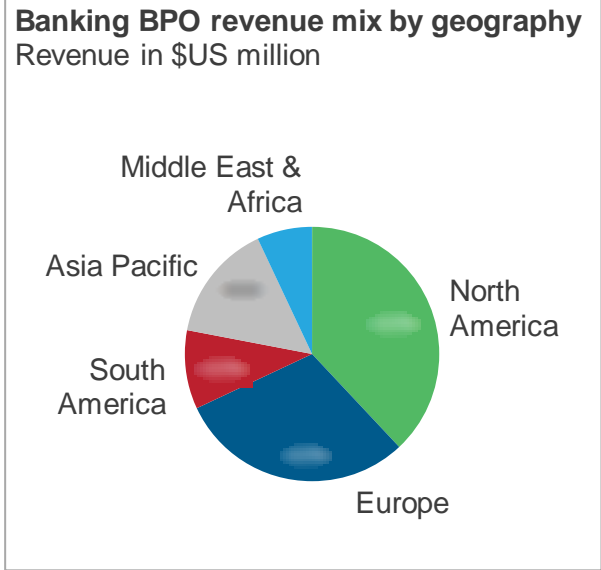
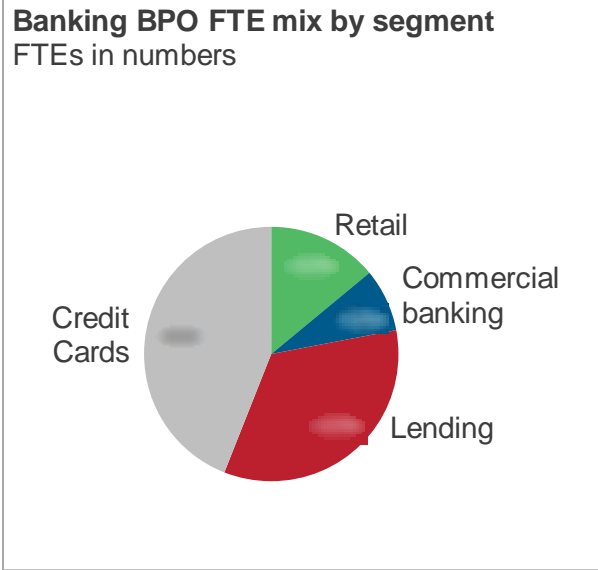


Source: Everest Group (2012)

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Banking BPO – capabilities and key clients

Key Banking Engagements			
Client name	LoB	Region	Year since client
XX XX	Credit cards	United States	2006
XX XX	Commercial banking	United Kingdom	2007
XX XX	Retail banking	Global	2010
XX XX	Lending	Australia	2011



Source: Everest Group (2012)

Banking BPO technology solutions/tools

Banking-specific solutions/tools

- XXXXX

Analytics

- XXXXX

Platform/cloud

- XXXXX

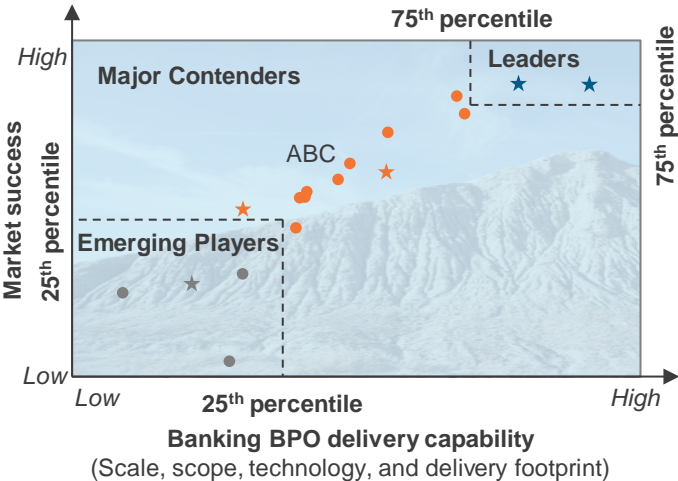
Social media and mobility

- XXXXX

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Competitive position and assessment

ABC is a Major Contender on Everest Group PEAK Matrix for banking BPO



Market share by region				
North America	Europe	South America	Asia Pacific	Middle East & Africa

Market share by banking BPO line of business			
Cards	Retail	Lending	Commercial banking

Overall market share		
By active contracts	By FTEs	By revenue

Delivery capability assessment ● High ● Low		
Assessment dimension	Rating	Remarks
Scale	●	XXX
Scope	●	XXX
Technology capability	●	XXX
Delivery footprint	●	XXX

Overall remarks
<ul style="list-style-type: none"> XXXXXXXXXX

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
Capital Markets BPO – Service Provider Landscape with PEAK Matrix Assessment 2013	December-2013
Banking BPO – Service Provider Profile Compendium 2013	December-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. **Banking BPO – Service Provider Landscape with PEAK Matrix™ Assessment 2013** ([EGR-2013-11-R-0946](#)) 2013: This report assists key stakeholders (financial institutions, service providers, and technology providers) understand the changing dynamics of the banking BPO service provider landscape. It will also help them identify market Leaders, Major Contenders, and Emerging Players for 2012. 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

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