



Capital Markets BPO – Service Provider Landscape with PEAK Matrix™ Assessment 2015

BFSI BPO
Market Report: July 2015 – Preview Deck

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¹ Banking, financial services, and insurance

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Background and methodology of the research

Background of the research

Capital markets BPO continues to grow rapidly with a maturing service provider landscape. It achieved close to 20% revenue growth in 2014, led by investment banking and asset management. North America, United Kingdom, and Continental Europe continue to be major growth drivers in capital markets BPO, but increased traction is also being witnessed in Asia Pacific, as more players look to develop a footprint in this fast-growing region. The nascent industry state and higher adoption by small- to medium-sized buyers has led to smaller-sized deals signings. The tightening of the regulatory landscape has prompted buyers to look at new means to ensure they meet compliance requirement as well as contain costs. As a result, several service providers have witnessed increased traction, especially in areas such as regulatory reporting, risk management, and analytics. The future landscape would be interesting to watch, as increasing technology play and innovation is expected to result in significant variance from present operating models, which, in turn, is likely to drive down the incremental requirement of FTEs.

Scope and methodology

In this research, we analyze the global capital markets BPO service provider landscape. We focus on:

- Relative positioning of 18 service providers on the Everest Group's PEAK Matrix for capital markets BPO
- Service provider capability assessment across key dimensions
- Service provider comments

Overview and abbreviated summary of key messages

Capital markets BPO is the smallest segment of BFSI BPO, however, it continues to grow the fastest. As a result of rapid growth in evidence, providers are beginning to adopt new strategies to gain market share. This report uses Everest Group's proprietary PEAK Matrix to assess and rate service providers on various dimensions of their capabilities.

Some of the findings in this report, among others, are:

Everest Group PEAK Matrix for banking BPO

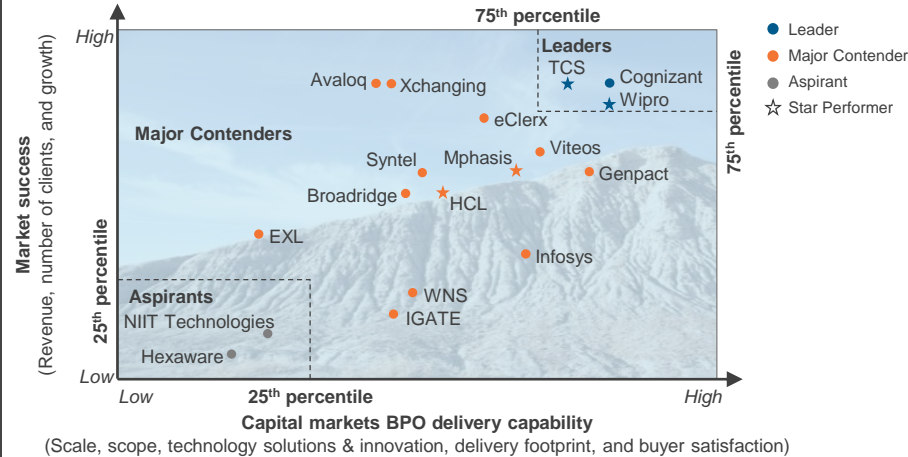
- Everest Group classifies 18 capital markets BPO service providers on Everest Group Performance | Experience | Ability | Knowledge (PEAK) Matrix into the three categories of Leaders, Major Contenders, and Emerging Players
- Cognizant, TCS, and Wipro emerged as the Leaders. Avaloq, Broadridge, eClerx, EXL, Genpact, HCL, IGATE, Infosys, Mphasis, Syntel, Viteos, WNS, and Xchanging emerged as Major Contenders, whereas Hexaware and NIIT Technologies are the Aspirants on the capital markets BPO Everest Group PEAK Matrix for 2015
- HCL, Mphasis, TCS, and Wipro are the “Star Performers” based on their strong forward and upward movement on the PEAK Matrix

Key insights on PEAK Matrix dimensions

- Top Quartile performers by market success account for about 55% of the overall capital markets BPO segment by revenue and about half of the number of clients
- Most service providers focus primarily on one or two lines of business (LoBs) and Leadership positions by market share vary significantly across the LoBs
- Top Quartile performers provide technology-enabled services in most of their contracts and are better positioned to deliver innovative and value-added services such as analytics, automation, regulatory compliance, and risk management support
- Overall, offshoring in capital markets BPO is higher as most of the processes outsourced are more transactional in nature
- Buyers expect service providers to be flexible, innovative, responsive to changing industry landscape, proactive, and demonstrate thought leadership in their services. Top Quartile performers have significantly higher buyer satisfaction levels

This study offers three distinct chapters providing a deep dive into key aspects of the capital markets BPO service provider landscape; below are four charts to illustrate the depth of the report

Capital markets BPO PEAK Matrix 2015

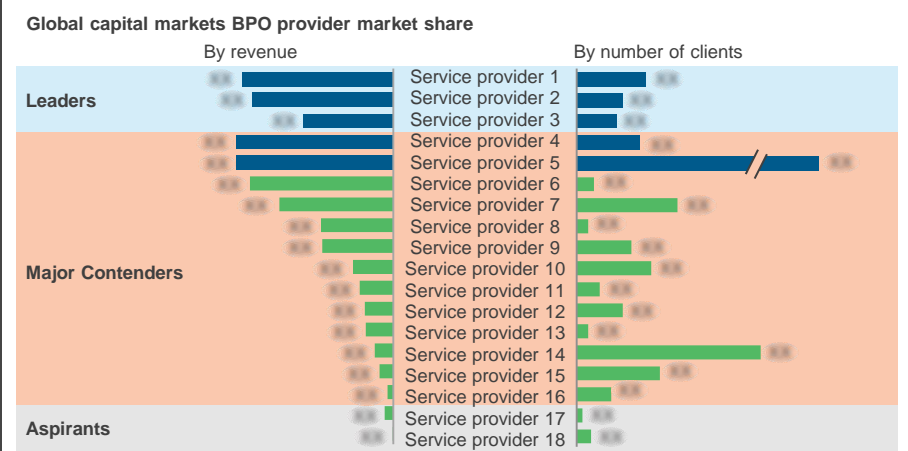


Capability assessment

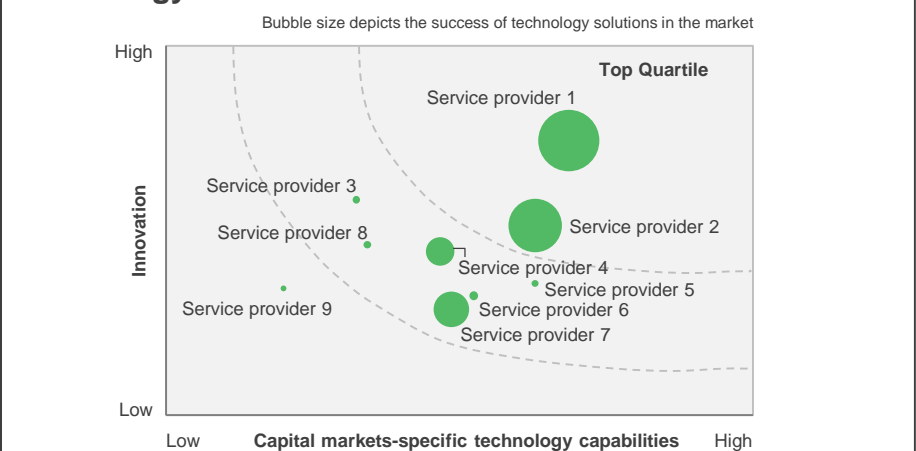
Legend: Leaders (Light Blue), Major Contenders (Orange), Aspirants (Light Grey), Best in Class (Dark Blue), Very High (Light Blue), High (Dark Blue), Medium High (Light Blue), Medium (Light Blue), Medium Low (Light Blue), Low (Light Blue), Not Matured (Light Blue)

Service provider	Delivery capability						Market success
	Scale	Scope	Technology	Delivery footprint	Buyer satisfaction	Overall	
Service provider 1	High	High	High	High	High	High	High
Service provider 2	High	High	High	High	High	High	High
Service provider 3	High	High	High	High	High	High	High
Service provider 4	High	Medium High	High	High	High	High	High
Service provider 5	High	Medium High	High	High	High	High	High
Service provider 6	High	Medium High	High	High	High	High	High
Service provider 7	High	High	High	High	High	High	High
Service provider 8	High	Medium High	High	High	High	High	High
Service provider 9	High	High	High	High	High	High	High
Service provider 10	High	High	High	High	High	High	High
Service provider 11	High	High	High	High	High	High	High
Service provider 12	High	High	High	High	High	High	High

Market success



Technology solutions and innovation



Source: Everest Group (2015)

BFSI BPO research calendar

Published Current

Topic	Release date
Reinventing Business Process Services (BPS) – Leveraging Technology to Deliver on New Expectations	March 2015
Service Delivery Automation (SDA) – The Business Case for Robotic Process Automation in Insurance Services	March 2015
Mortgage BPO State of Market Report 2015 – Curve of Time to Meet Mortgage Again?	May 2015
Commercial Insurance BPO – Rise of Specialty Lines	May 2015
Home Equity Loans – The Next Frontier in Mortgage BPO?	May 2015
Mortgage BPO – Service Provider Landscape with PEAK™ Matrix Assessment 2015	May 2015
Banking Business Process Outsourcing in Europe – Poised for Primetime	May 2015
Banking BPO Annual Report 2015 – Heavy on Technology, Low on People – Future of Banking BPO	June 2015
Capital Markets BPO – Service Provider Landscape with PEAK Matrix™ Assessment 2015	July 2015
Insurance BPO – Annual Report 2015	Q3 2015
Service Provider Technology Landscape – The Pecking Order	Q3 2015
Capital Markets BPO – Annual Report 2015	Q3 2015
Banking BPO – Service Provider Landscape with PEAK Matrix™ Assessment 2015	Q3 2015
L&P Insurance BPO – Service Provider Landscape with PEAK Matrix™ Assessment 2015	Q3 2015
P&C Insurance BPO – Service Provider Landscape with PEAK Matrix™ Assessment 2015	Q3 2015
Banking BPO – Service Provider Profile Compendium 2015	Q4 2015
Capital Markets BPO – Service Provider Profile Compendium 2015	Q4 2015
L&P Insurance BPO – Service Provider Profile Compendium 2015	Q4 2015
P&C Insurance BPO – Service Provider Profile Compendium 2015	Q4 2015

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. **Banking BPO Annual Report 2015 – Heavy on Technology, Low on People – Future of Banking BPO** ([EGR-2015-11-R-1466](#)); 2015. This report assists key stakeholders (buyers, service providers, and technology providers) understand the changing dynamics of the banking BPO market and help them identify the trends and outlook for future. 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
2. **Capital Markets BPO – Service Provider Landscape with PEAK Matrix™ Assessment 2014 – November 2014** ([EGR-2014-11-R-1292](#)); 2014. 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 capital markets BPO market
3. **Capital Markets BPO – Service Provider Profile Compendium – January 2015** ([EGR-2015-11-R-1349](#)); 2015. The objective of this compendium is to provide key stakeholders a snapshot of the offerings and capabilities of 17 major capital markets BPO service providers. Specifically, the report allows service providers to compare their areas of strength and those of development with other service providers in the marketplace. It also helps existing and potential buyers of capital markets BPO services to assess the service providers on the capabilities that they desire

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