



## **Banking BPO Service Provider Profile Compendium 2017**

Banking, Financial Services, and Insurance (BFSI) Business Process Outsourcing  
Market Report: September 2017 – Complimentary Abstract / Table of Contents

# Our research offerings for global services

## ▶ Market Vista™

Global services tracking across functions, sourcing models, locations, and service providers – industry tracking reports also available

## ▶ Application Services

## ▶ BPS | Banking & Financial Services

## ▶ BPS | Healthcare & Life Sciences

## ▶ BPS | Insurance

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## ▶ Cloud & Infrastructure

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## ▶ IT Services Forecaster™

## ▶ Locations Insider™

## ▶ PricePoint™

## ▶ Procurement

## ▶ Recruitment & Talent Acquisition

## ▶ Service Optimization Technologies

## ▶ Transaction Intelligence

## 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

## Subscription information

- The full report is included in the following subscription(s)
  - **Banking & Financial Services BPO**
- In addition to published research, a subscription may include analyst inquiry, data cuts, and other services
- **If you want to learn whether your organization has a subscription agreement or request information on pricing and subscription options, please contact us**

\* Banking, financial services, and insurance



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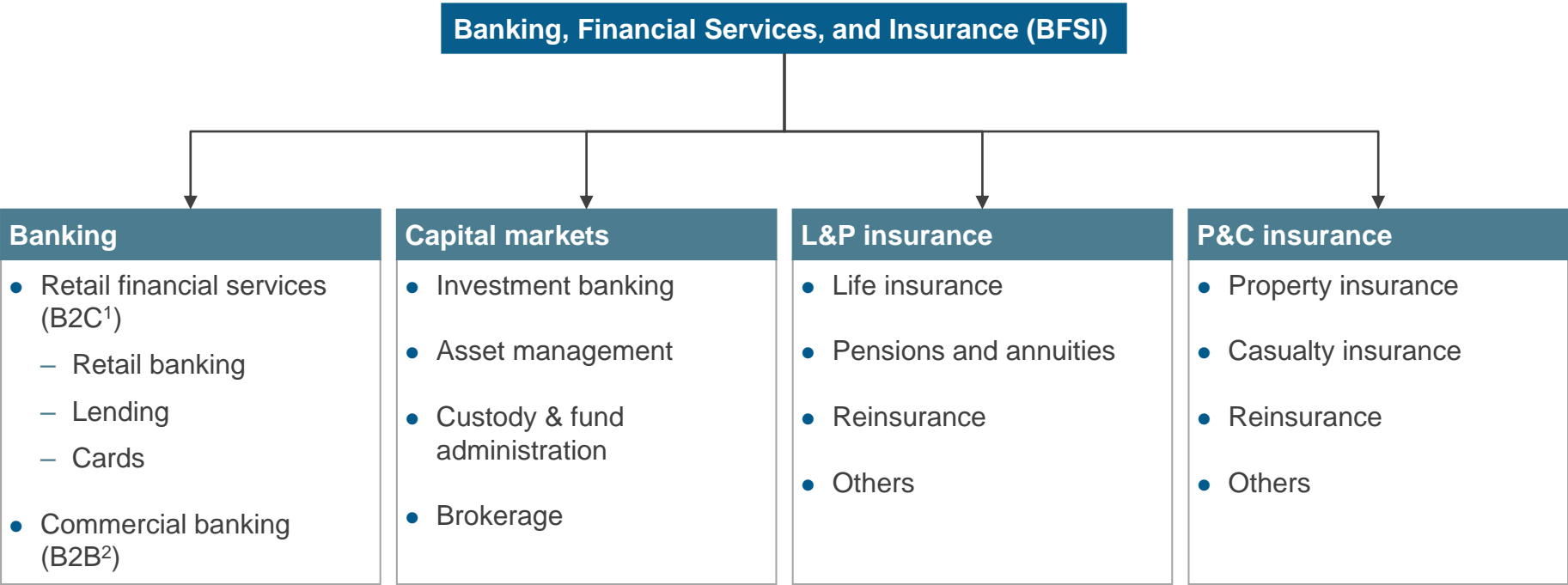


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# Everest Group's classification of the BFSI industry



1 Business to consumer

2 Business to business

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## Overview

### Company Overview:

XXX is a provider of consulting, technology, and outsourcing services. It employs ~1,80,000 people in over 40 countries. The consulting services focus on areas such as marketing, sales & services, finance transformation, human resources consulting, supply chain management, and technology transformation. Its outsourcing services comprise applications, infrastructure and BPO, service management, and global service desk. The technology services include the design, development, and implementation of technology projects.

### Key leaders

- **XXX**, Chief Executive Officer, Business Services
- **XXX**, Senior Vice President & Global Head of FS
- **Atul Kulshreshtha**, Vice President & FS Global Delivery Head

**Headquarters:** Location A

**Website:** [www.xyz.com](http://www.xyz.com)

### Suite of services

- Cards
- Mortgage banking
- Retail & commercial banking
- Treasury management
- Trade finance
- Wealth management

	2014	2015	2016
Revenue (US\$ million)	XX	XX	XX
Number of FTEs	XX	XX	XX
Number of clients	XX	XX	XX

### Recent acquisitions and partnerships

- **2015:** Acquired Company A to expand its scope in the North American financial services arena, and in India. The integration is expected to enrich client portfolio and combined capabilities
- **2015:** XXX partnered with Company B, a provider of enterprise applications, to leverage its position as a leading global ERP player to strengthen XXX's BPaaS offering
- **2015:** XXX collaborated with Company C, a specialist automation software company, to expand its Robotic Process Automation (RPA) capabilities
- **2014:** Partnership with Company D to provide clients with Simple Finance Stack (BPaaS offering)

### Recent developments

- **2014:** Opened a new center in Location B

# Key delivery locations



Source: Everest Group (2017)

# XXX | Banking BPO (page 3 of 6)

## Capabilities and key clients

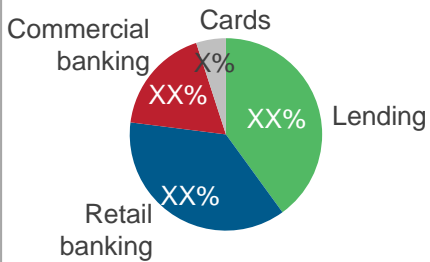
### Key banking BPO engagements

Client name	LoB	Region	Client since
XXXX	Lending	XXXX	2015
XXXX	Lending	XXXX	2010
XXXX	Retail banking	XXXX	2009
XXXX	Cards, retail banking, and lending	XXXX	2009
XXXX	Lending	XXXX	2006
XXXX	Retail banking	XXXX	2005

### Banking BPO FTE mix by segment

FTEs in numbers

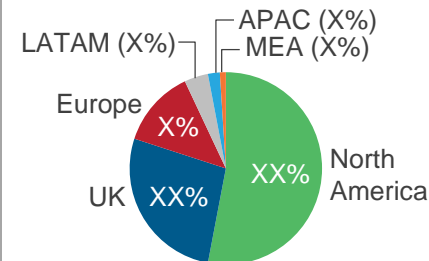
100% = XXX



### Banking BPO revenue mix by geography

Revenue in US\$ million

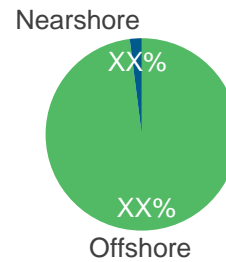
100% = XX



### Banking BPO FTE split by delivery location

FTEs in numbers

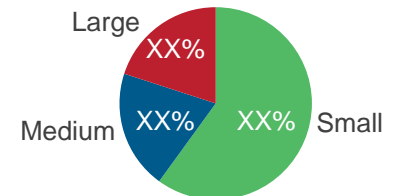
100% = XXX



### Banking BPO number of clients by buyer size<sup>1</sup>

Number of clients

100% = XX



<sup>1</sup> Buyer size is defined as large (>US\$10 billion in revenue), medium (US\$5-10 billion in revenue), and small (<US\$5 billion in revenue)

Note: Based on contractual and operational information as of December 2016

Source: Everest Group (2017)



# Technology solutions/tools

Application	LoB	Year launched	Description	No. of BPO clients
Application A	Commercial banking	2016	<ul style="list-style-type: none"><li>• XXXX</li><li>• XXXX</li></ul>	1
Application B	Retail banking	2016	<ul style="list-style-type: none"><li>• XXXX</li><li>• XXXX</li></ul>	1
Application C	Commercial banking	2016	<ul style="list-style-type: none"><li>• XXXX</li><li>• XXXX</li></ul>	1
Application D	Lending	2015	<ul style="list-style-type: none"><li>• XXXX</li><li>• XXXX</li></ul>	1
Application E	Retail banking	2015	<ul style="list-style-type: none"><li>• XXXX</li><li>• XXXX</li></ul>	1
Application F	Retail banking	2013	<ul style="list-style-type: none"><li>• XXXX</li><li>• XXXX</li></ul>	1
Application G	Lending	2012	<ul style="list-style-type: none"><li>• XXXX</li><li>• XXXX</li><li>• XXXX</li></ul>	1
Application H	Lending	2011	<ul style="list-style-type: none"><li>• XXXX</li><li>• XXXX</li></ul>	1
Application I	Lending and retail banking	2006	<ul style="list-style-type: none"><li>• XXXX</li><li>• XXXX</li></ul>	1

Source: Everest Group (2017)



# Risk management & regulatory reporting

Risk management support	Details	No. of BPO clients
Credit risk	<ul style="list-style-type: none"><li>• XXXX</li><li>• XXXX</li></ul>	2
Operations risk	<ul style="list-style-type: none"><li>• XXXX</li><li>• XXXX</li></ul>	2
Liquidity risk	<ul style="list-style-type: none"><li>• XXXX</li><li>• XXXX</li></ul>	1
Regulatory risk	<ul style="list-style-type: none"><li>• XXXX</li><li>• XXXX</li></ul>	1

Regulatory reporting support	List of regulations	Description	No. of BPO clients
Regulations A	Reg D, Reg CC, and OFAC	<ul style="list-style-type: none"><li>• XXXX</li><li>• XXXX</li></ul>	2
Regulations B	Safe Harbor	<ul style="list-style-type: none"><li>• XXXX</li><li>• XXXX</li></ul>	1

Source: Everest Group (2017)



## Everest Group assessment<sup>1</sup> – Major contender

Measure of capability: Best-in-class Very high High Medium high Medium Medium low Low Not mature

Delivery capability						Market success
Scale	Scope	Technology and innovation	Delivery footprint	Buyer satisfaction	Overall	

### Strengths

- XXX enjoys a sizable base of clients and moderate revenue from banking BPO
- It operates in all the main banking LoBs and serves clients of all sizes
- It has been making investments to improve its technological capabilities, complementing the on-going ramp-up on the people side

### Areas of improvement

- XXX should focus on developing deeper domain expertise and concentrate on emerging areas such as risk and regulatory management
- It should move beyond its traditional focus on the European market in order to drive more aggressive growth
- It will have to focus on developing a significant onshore presence in order to deliver more complex work to its clients

<sup>1</sup> Based on contractual and operational information as of December 2016  
Source: Everest Group (2017)

# BFS BPO research calendar

Published
  Planned
  Current release

## Flagship BFS BPO reports

Retail Banking BPO – State of the Market with PEAK Matrix™ Assessment 2016 .....	December 2016
Banking BPO Service Provider Profile Compendium .....	January 2017
Capital Markets Service Provider Profile Compendium .....	January 2017
Banking BPO Service Provider Landscape with PEAK™ Matrix Assessment .....	June 2017
Banking BPO Annual Report 2017 .....	September 2017
Capital Markets BPO Service Provider Landscape with PEAK™ Matrix Assessment .....	September 2017
<b>Banking BPO Service Provider Profile Compendium .....</b>	<b>September 2017</b>
Capital Markets BPO Service Provider Profile Compendium .....	Q4 2017

## Thematic BFS BPO reports

**Release date**

Mortgage BPO State of Market Report 2015 – Curve of Time to Meet Mortgage Again? .....	May 2015
Banking Business Process Outsourcing in Europe - Poised for Primetime .....	May 2015
Risk Management – Looking Beyond the Transactions, Credit Leading the Way .....	April 2016
Retail Banking BPO – State of the Market with PEAK Matrix™ Assessment 2016 .....	December 2016
\$300 billion – Enough to Buy Facebook, or Pay for Your Regulatory Mistakes .....	March 2017
Changing Market Dynamics for Cards Issuers – Adapting to Succeed in the Changing Order .....	March 2017

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

# Additional BFS 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 2017: Disruption Does Not Discriminate – Banks Embracing Digital to Stay Relevant** ([EGR-2017-11-R-2320](#)); 2017. This report will assist key stakeholders (banks, service providers, and technology providers) understand the dynamics of the banking BPO market and help them identify the trends and future outlook. In this backdrop, this report provides comprehensive coverage of the global banking BPO market including detailed analysis of market size & growth, challenges faced by LoBs, technology adoption trends, and future outlook for banks.
2. **Banking BPO – Service Provider Landscape with PEAK Matrix™ Assessment 2017** ([EGR-2017-11-R-2208](#)); 2017. This report examines the global banking BPO market and its service provider landscape. It provides detailed analysis of the capabilities and market performance of service providers and their relative position on the Everest Group PEAK Matrix. It will assist key stakeholders (banks, service providers, and technology providers) understand the current state of the banking BPO service provider landscape.
3. **\$300 Billion – Enough to Buy Facebook, or Pay for Your Regulatory Mistakes** ([EGR-2017-11-V-2123](#)); 2017. While risk management has been around for a long time, it is only in recent times, particularly in the aftermath of 2008 financial crisis, that it has emerged as a central topic of interest for banks, regulatory bodies, and the wider public. In this report, we focus on three categories of risk management – market, liquidity, and regulatory risk management, as well as the global sourcing landscape for them. Among the topics covered are the nuances of the global sourcing landscape for liquidity and market risk, and how banks should respond to a new regulation
4. **Retail Banking BPO – State of the Market with PEAK Matrix™ Assessment 2016: Analytics and Innovation at the Forefront in Challenging Times** ([EGR-2016-11-R-2027](#)); 2016. This report assists key stakeholders (buyers, service providers, and technology providers) in understanding the changing dynamics of the retail BPO space and helps them identify the recent trends and future outlook. In this backdrop, the report provides comprehensive coverage of the global retail banking BPO space including detailed analysis of the state of the market, market trends and solution characteristics service provider landscape, and future outlook. It also includes a service provider profile compendium

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

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