



Capital Markets BPO – Service Provider Profile Compendium 2018

Banking and Financial Services (BFS) Business Process Outsourcing
Market Report – December 2017: Complimentary Abstract / Table of Contents

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- This report is included in the following subscription(s)
 - **Banking and Financial Services (BFS) - Business Process Outsourcing (BPO)**
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* Banking, financial services, and insurance

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



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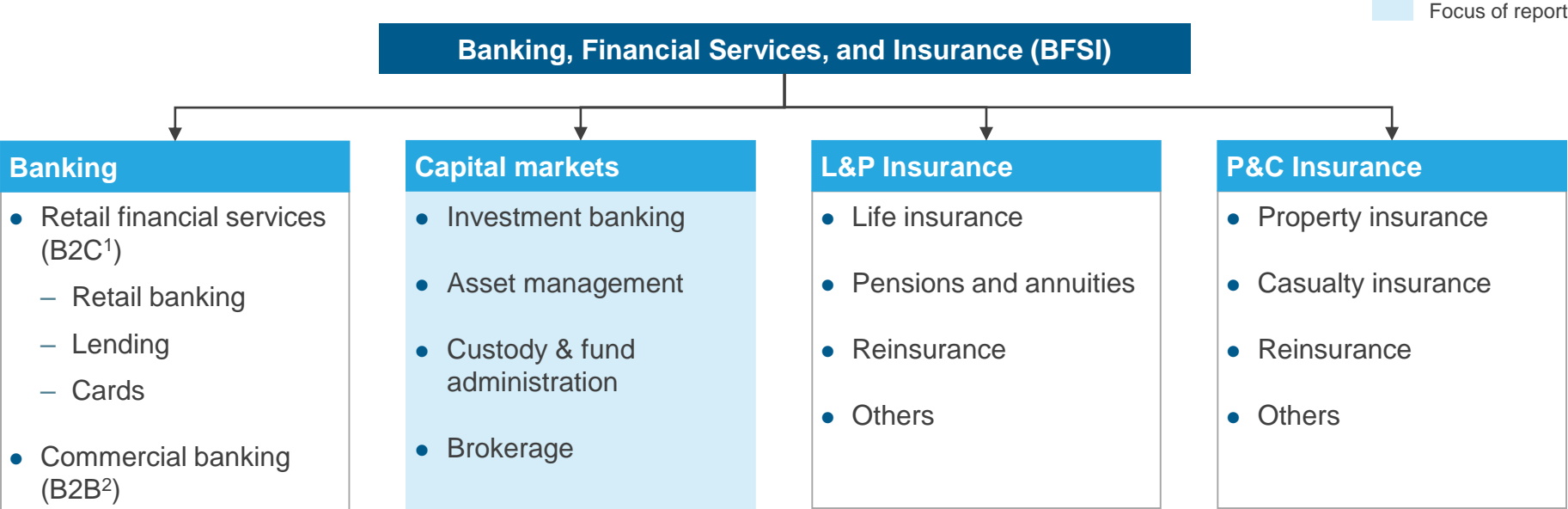
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Everest Group's classification of the BFSI industry



Note: This report covers vertical-specific BPO within the capital markets space. It does not include coverage of horizontal business processes such as F&A, HR, procurement, and contact centers

1 Business to consumer
2 Business to business

This report provides a snapshot of the offerings and capabilities of the 16 major capital markets BPO service providers

XXX | Capital markets BPO profile (page 1 of 7)
Overview

Company overview
XXX is an IT, consulting, and business process...
XXX's offerings span consumer banking and credit retail banking, cards, loans, trade services, cash markets (including wealth & asset management) offers XXX platform solution for all lines of best simplification methodology, analytics, and auto

Key leaders
• XXX – Vice President and Global Head, BPS
• XXX – Global Head, BFSI & BPS
• XXX – Vice President, Capital Markets & BPS

Headquarter: ABCD
Website: XYZ

Suite of services
• Client and securities reference data management
• Trade confirmation and settlement
• Wealth management services and brokerage
• Financial reporting, cash management, and fund
• Stock lending and transfer agency
• Asset management and servicing
• Custody & fund administration
• Reconciliations and derivatives processing
• Risk management operations and controls

Source: Everest Group (2017)

XXX | Capital markets BPO profile (page 2 of 7)
Key delivery locations

XXX | Capital markets BPO profile (page 3 of 7)
Capabilities and key clients

Key capital markets BPO engagements

Client name	LoB
XXX	Investment banking
XXX	Asset management
XXX	Investment banking
XXX	Investment banking
XXX	Asset management, c

Capital markets BPO FTE mix by segment
FTEs in numbers

100% = XX

Capital by geo. Revenu
Contine. Eur.
Unalt. Kingd.

Source: Everest Group (2017)

XXX | Capital markets BPO profile (page 4 of 7)
Technology solutions/tools

Application	LoB	Yr
XXXX	Custody & fund administration	20
XXXX	Custody & fund administration	20
XXXX	Asset management and custody & fund administration	20
XXXX	All	20
XXXX	Custody & fund administration and investment banking	20

Risk management support

Risk management support	Details
Credit risk	XXXX
Operations risk	XXXX
Market risk	XXXX
Liquidity risk	XXXX
Regulatory risk	XXXX

XXX | Capital markets BPO profile (page 5 of 7)
Risk management & regulatory reporting

Regulatory reporting support

Regulatory reporting support	List of regul
U.S. regulations	XXXX
UK regulations	XXXX
EU regulations	XXXX
Local regulations	XXXX

XXX | Capital markets BPO profile (page 6 of 7)
Risk management & regulatory reporting

XXX | Capital markets BPO profile (page 7 of 7)
Everest Group assessment¹ – Leader

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

Delivery capability

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

Strengths

- With robust capabilities across most dimensions, XXX has emerged as a Leader on the Everest Group capital markets BPO PEAK Matrix
- XXX has a balanced portfolio spanning multiple geographies. While it is one of the leading providers of capital markets BPO services in North America and the United Kingdom, it also has a strong presence in Continental Europe and Asia Pacific
- It offers a holistic suite of technology solutions with investments in high growth areas such as analytics, risk management, regulatory compliance, automation, and utility-based offerings
- It enjoys a high satisfaction rating among most of its buyers, especially in relationship management, domain expertise, and transition & implementation management

Areas of improvement

- Its client mix is dominated by large-sized buyers and it lacks traction in small- and mid-sized buyer segment
- While XXX has a presence across all LOBs, the focus is largely on investment banking
- Buyers expect XXX to be more innovative in leveraging their technology capabilities so as to bring more value addition to the table

Source: Everest Group (2017)

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

Source: Everest Group (year)

Source: Everest Group (2017)

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Research calendar – Banking and Financial Services (BFS) - Business Process Outsourcing (BPO)

Published
 Planned
 Current release

Flagship BFS BPO reports

Release date

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
Banking BPO Service Provider Profile Compendium	September 2017
Mortgage BPO Service Provider Landscape with PEAK™ Matrix Assessment	December 2017

Capital Markets BPO – Service Provider Profile Compendium 2018	December 2017
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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
Trade finance of the future – A Blockchain story	July 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. Capital Markets BPO – Service Provider Landscape with PEAK Matrix™ Assessment 2017** ([EGR-2017-11-R-2349](#)); 2017. This report uses Everest Group's proprietary PEAK Matrix to assess and rate service providers on various dimensions of their capabilities. Also discusses emerging trends in the capital markets BPO space
- 2. \$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
- 3. Capital markets BPO Annual Report 2016 – Managing Risk and Unlocking Efficiency through Technology** ([EGR-2016-11-R-1979](#)); 2016. This report assists key stakeholders (buyers, service providers, and technology providers) understand the changing dynamics of the capital markets 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

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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.

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