



Mortgage BPO – Service Provider Profile Compendium 2018

Banking and Financial Services (BFS) – Business Process Outsourcing (BPO)
Market Report – March 2018: Complimentary Abstract / Table of Contents

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 - **Banking & Financial Services 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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This study offers three distinct chapters providing a deep dive into key aspects of mortgage BPO market; below are four charts to illustrate the depth of the report

Everest Group Services PEAK Matrix™ for mortgage BPO



Capability assessment

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

Service provider	Market impact				Vision & capability				
	Market adoption	Portfolio mix	Value delivered ¹	Overall	Scope of services offered	Innovation and investments	Delivery footprint	Vision and strategy	Overall
Service Provider1	●	●	●	●	●	●	●	●	●
Service Provider2	●	●	●	●	●	●	●	●	●
Service Provider3	●	●	●	●	●	●	●	●	●
Service Provider4	●	●	●	●	●	●	●	●	●
Service Provider4	●	●	●	●	●	●	●	●	●
Service Provider5	●	●	●	●	●	●	●	●	●
Service Provider7	●	●	●	●	●	●	●	●	●
Service Provider8	●	●	●	●	●	●	●	●	●
Service Provider9	●	●	●	●	●	●	●	●	●

Key delivery locations



Everest Group's remarks on service providers

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

Market impact			Vision and capability				
Market adoption	Portfolio mix	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
●	●	●	●	●	●	●	●

Strengths

- About XX% of XXX' medical coders are certified by AAPC or AHIMA, indicating the domain expertise that the service provider is trying to build
- XXX' is trying to augment its offerings from the Philippines to include services such as clinical documentation by hiring more nurses
- XXX is one of the few India-based RCM service providers to have strong focus on technology. It has multiple technological tools – such as iCode Workflow, iCode Assurance, iP2P, and iERA – for the market

Areas of improvement

- XXX' revenue growth rate of X-X% YoY during 2016-2017 lags way behind the market which grew at -XX% YoY during the same time
- Minimal investments in automation likely to significantly affect the service provider's positioning in the market vis-à-vis competitors in the long term
- Onshore specialists are a key client base for leaders in the provider BPO market. Lack of onshore specialists as clients leaves a large market where XXX has no play at all

The mortgage BPS service provider profile compendium has over 11 service provider profiles

XXX | Mortgage BPO profile (page 1 of 6)

Overview

Company overview

XXX is an IT, consulting, and BPS organization. XXX has a diverse base of mortgage clients and extensive domain expertise. It supports consumer lending operations across the lending value chain and offers a wide array of services and solutions that range from business process services to custom-built point solutions, platform-based managed services, consulting, analytics, and business transformation. They also deploy its various models to build a customer-centric operating model that is lean, efficient, and scalable.

Key leaders

- XXX, Global Head, BFSI BPS
- XXXX, Director, Mortgage BPS

Headquarter: XX, XX

Website: www.xxx.com

Suite of services

- Origination
- Active servicing
- Default servicing
- Analytics – risk analytics, customer analytics, fraud analytics, and marketing analytics
- Risk management (credit, market, liquidity, operations, and regulatory)
- Payments
- Fraud, risk, and compliance

Mortgage BPO	2015 ¹	2016 ¹	2017 ¹
Revenue (US\$ million)	~XXX	~XXXX	~XXX
Number of FTEs	~X	~X	~X
Number of clients	X	X	X

Recent acquisitions and partnerships

- 2017: Partnered with XYZ
- 2016: Partnered with XYS on check originations-as-a-service
- 2016: Partnered with multiple RPA

Recent developments

- 2017: Developed Quality Control, loan documents into LOS
- 2017: Developed mMortgage-Digit solution that solicits requests from
- 2016: Developed in-house technology solution that enables automatic data U.S. title documents
- 2016: Investment in creating a digital mortgage processor's and underw
- 2015: Investment in creating a tab

XXX | Mortgage BPO profile (page 3 of 6)

Capabilities and key clients

Key mortgage BPO engagements

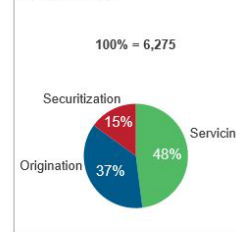
Client name	Category (origination, securitization, or servicing)	Region	Client since
U.S.-based non-bank consumer lender	Origination	North America	2017
Top-10 U.S. investment bank	Origination and securitization	North America	2016
Top-three mutual fund and financial services group	Origination and servicing	North America	2016
U.S.-based full service banking provider	Origination	North America	2016
A leading Texas-based servicer	Origination, securitization, and servicing	North America	2012
Top-three Ecuador bank	Origination, securitization, and servicing	North America	2007
Large global bank	Origination, securitization, and servicing	North America	2003

¹ 12 months ending June 30 of any particular year, i.e., from July 20XX to June 20XX+1

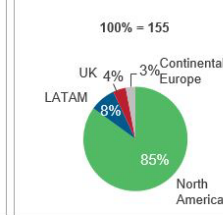


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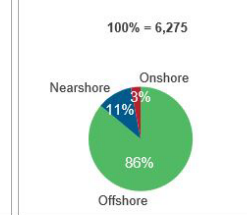
Mortgage BPO FTE mix by segment
FTEs in numbers



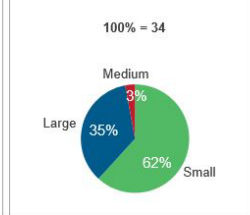
Mortgage BPO revenue mix by geography
Revenue in US\$ million



Mortgage BPO FTE split by delivery location
FTEs in numbers



Mortgage BPO client split by buyer size (buyer revenue)¹
Number of clients



¹ 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 on June 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

Banking BPO Annual Report 2017: Disruption Does Not Discriminate – Banks Exploring New Technologies to Offset Existing Challenges	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 Services PEAK Matrix™ Assessment 2017	November 2017
Mortgage BPO – Service Provider Profile Compendium 2018	March 2018
Capital Markets BPO Service Provider Profile Compendium	Q1 2018
Banking BPO Service Provider Landscape with PEAK™ Matrix Assessment	Q1 2018

Thematic BFS BPO reports

Release date

Mortgage BPO – Service Provider Landscape with PEAK™ Matrix Assessment 2015	May 2015
Mortgage BPO State of Market Report 2015 – Curve of Time to Meet Mortgage Again?	May 2015
Home Equity Loans – The Next Frontier in Mortgage BPO.....	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
Risk management – \$300 Billion – Enough to Buy Facebook, or Pay for Your Regulatory Mistakes	March 2017
Automation use cases in banking	Q1 2018
Mortgage of the future viewpoint	Q1 2018

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

Additional XX 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. **\$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
2. **Banking BPO Service Provider Profile Compendium 2017** ([EGR-2017-11-R-2068](#)); 2017. The banking BPO service provider profile compendium provides accurate, comprehensive, and fact-based snapshots of 17 service providers in the market. Each service provider profile captures a comprehensive picture of that provider's service suite, scale of operations, technology solutions, risk management & regulatory reporting support, and delivery locations; along with Everest Group's assessment of the provider. The compendium also sheds light on the global banking BPO service provider landscape
3. **Retail Banking BPO – Service Provider Landscape with PEAK Matrix™ Assessment 2017** ([EGR-2017-11-R-2208](#)); 2017. 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
4. **Banking BPO Annual Report 2017: Disruption Does Not Discriminate – Banks Embracing Digital to Stay Relevant** ([EGR-2017-11-R-2320](#)); 2017. This report assists key stakeholders (buyers, service providers, and technology providers) in understanding the changing dynamics in the banking BPO market and identifying recent 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, buyer adoption trends, solution characteristics, and service provider landscape

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About Everest Group

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