



Know Your Customer-Anti Money Laundering (KYC-AML) BPO – State of the Market with Services PEAK Matrix™ Assessment 2018

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

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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

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Background and methodology of the research

Background of the research

KYC-AML is a very niche area within the Banking BPO industry. With the increase in money laundering activities and heavy fines associated with failure to comply with the regulations, banks and other Financial Institutions (FIs) are finding it difficult to catch up with the evolving laws on their own. It is critical for FIs to acquire and retain the right clients. Such challenges are making KYC and AML one of the focus areas of most of the FIs. They are increasingly looking to outsource the basic KYC and AML activities to service providers in order to reduce the burden in house.

In such a scenario, service providers with capabilities across KYC and AML, and presence across geographies have a huge opportunity in front of them to tap into this segment. In order to succeed, service providers will require latest and most efficient technological capabilities as well as significant capabilities in analytics.

Scope and methodology

In this research, we analyze the global KYC-AML BPO service provider landscape. We focus on:

- The relative positioning of 19 service providers on Everest Group's PEAK Matrix for KYC-AML BPO
- Analysis of service providers' market share
- Service provider comments

Overview and abbreviated summary of key messages (page 1 of 2)

Everest Group classifies 19 KYC-AML BPO service providers on the Everest Group PEAK Matrix into three categories of Leaders, Major Contenders, and Aspirants

Leaders

Genpact, TCS, and Wipro

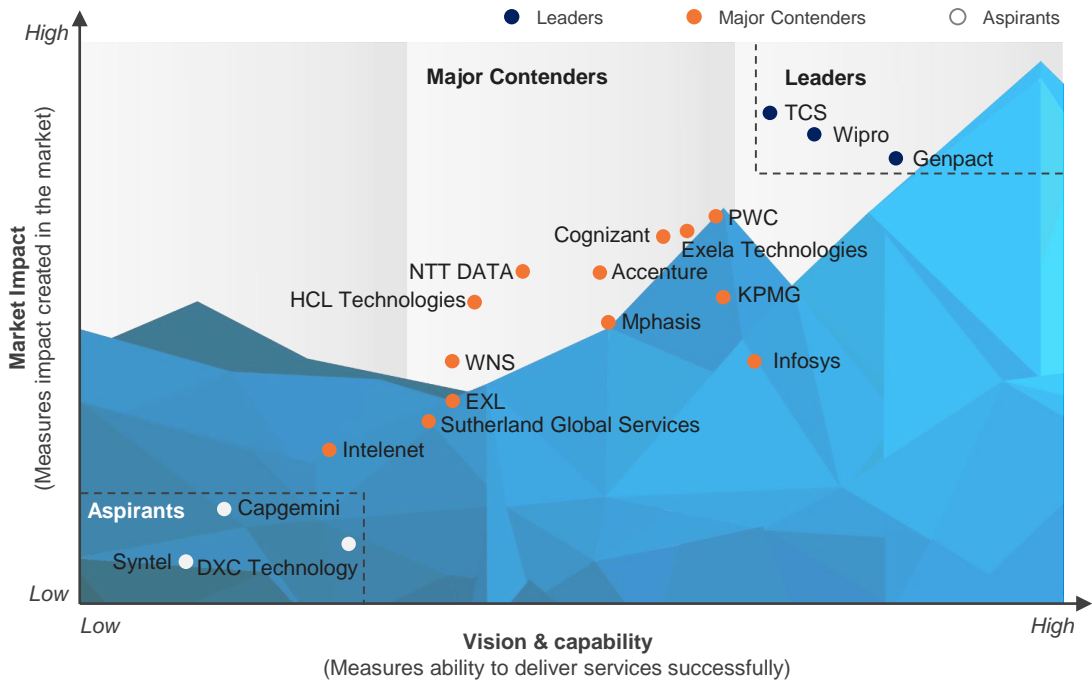
Major Contenders

Accenture, Cognizant, Exela Technologies, EXL, HCL Technologies, Infosys, Intelenet, KPMG, Mphasis, NTT Data, PwC, Sutherland Global Services, and WNS

Aspirants

Capgemini, DXC technology, and Syntel

Everest Group KYC-AML BPO – State of the Market with Services PEAK Matrix™ Assessment 2018



1 PEAK Matrix specific to services KYC-AML BPO sector
2 Assessment for Accenture, Capgemini, DXC Technology, Intelenet, KPMG, PwC, Sutherland and Syntel excludes service provider inputs and is based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interactions with KYC-AML BPO buyers

Overview and abbreviated summary of key messages (page 2 of 2)



The KYC-AML BPO market represents significant opportunity for service providers to create lasting relations with buyers through domain expertise and technological sophistication



Most of the banks do not want to expose themselves to the risk of breaching any compliance norms that can lead to huge fines and reputational damages



The stringent regulatory compliance environment has led to an increase in outsourcing of the compliance activities



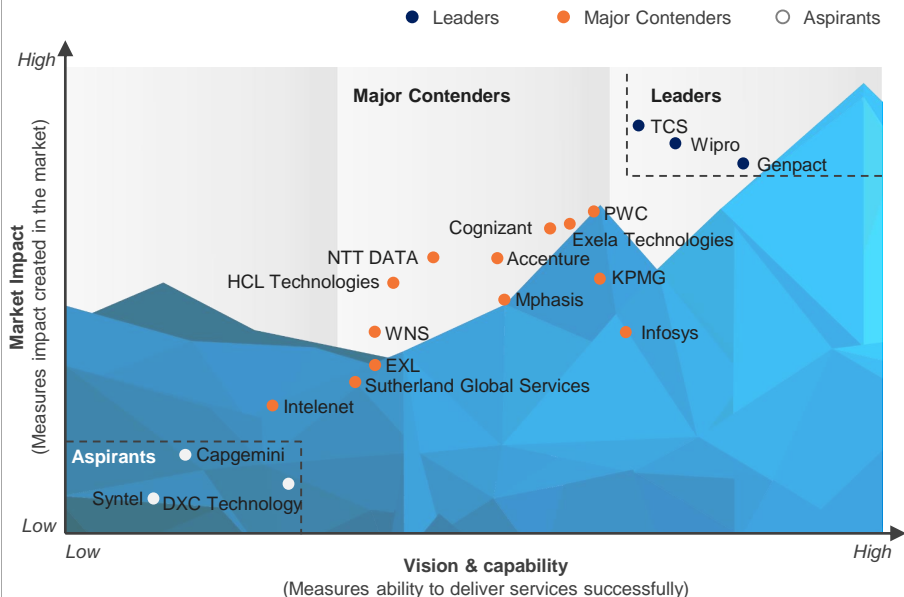
Buyers are increasingly looking for proactive service providers who have immense domain expertise in the KYC-AML segment



Analytics capabilities are gaining importance for banks and other FIs as the money laundering and fraud activities become more sophisticated

This study offers three distinct chapters providing a deep dive into key aspects of KYC-AML BPO market; below are four charts to illustrate the depth of the report

Everest Group PEAK Matrix™ for KYC-AML BPO 2018



- Note: 1 PEAK Matrix specific to services KYC-AML BPO sector
- 2 Assessment for Accenture, Capgemini, DXC Technology, Intelenet, KPMG, PwC, Sutherland and Syntel excludes service provider inputs and is based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interactions with KYC-AML BPO buyers

Capability assessment

ILLUSTRATIVE EXAMPLE Measure of capability: ● High ○ Low

Service provider	Market impact				Vision & capability				
	Market adoption	Portfolio mix	Value delivered	Overall	Scope of services offered	Innovation and investments	Delivery footprint	Vision and strategy	Overall
Service provider 1	●	○	●	●	●	○	●	●	●
Service provider 2	○	○	○	○	○	○	○	○	○
Service provider 3	○	●	○	○	●	○	○	○	○
Service provider 4	○	○	○	○	●	○	○	○	○
Service provider 5	○	○	○	○	○	○	○	○	○
Service provider 6	○	○	○	○	○	○	○	○	○
Service provider 7	○	○	○	○	○	○	○	○	○
Service provider 8	○	○	○	○	○	○	○	○	○
Service provider 9	○	○	○	○	○	○	○	○	○

Everest Group's remarks on service providers

ILLUSTRATIVE EXAMPLE Measure of capability: ● High ○ Low

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

Strengths

- Service provider 1, has a robust delivery presence in Asia Pacific with multiple delivery centers in India, Australia, the Philippines, and China, enabling it to service client requirements efficiently
- It has a good number of multi-country as well as single-country clients across the world

Areas of improvement

- Service provider 1 should increase offerings of value-added services such as employer branding, talent communities and workforce planning
- It should try to expand into larger multi-country deals and also scout for engagements in other Asia Pacific markets to strengthen its presence in the region

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
Banking BPO – Service Provider Landscape with Services PEAK Matrix™ Assessment 2018	March 2018
Know Your Customer-Anti Money Laundering (KYC-AML) BPO – State of the Market with Services PEAK Matrix™ Assessment 2018	June 2018
Banking BPO Annual Report 2018: Digital Transformation or Digital Washing: Looking Beyond the Hype	June 2018
Capital Markets BPO – Service Provider Landscape with Services PEAK Matrix™ Assessment 2018	Q3 2018
KYC-AML BPO – Service Provider Profile Compendium	Q3 2018

Thematic BFS BPO reports

Home Equity Loans – The Next Frontier in Mortgage BPO	May 2015
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Blockchain: Is it the Silver Bullet?	April 2018

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Additional BFS 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 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 assists key stakeholders (buyers, service providers, and technology providers) in understanding the changing dynamics in the banking BPO market and identifying the recent trends and future outlook. In this backdrop, this report provides comprehensive coverage of the global banking BPO market including detailed analysis of the market size & growth, buyer adoption trends, solution characteristics, and service provider landscape
2. **Banking BPO – Service Provider Landscape with PEAK Matrix™ Assessment 2018** ([EGR-2018-27-R-2591](#)); 2018. This report assists key stakeholders (buyers, service providers, and technology providers) in understanding the changing dynamics of the banking BPO space and helps them identify the recent trends and future outlook. In this backdrop, the report provides comprehensive coverage of the global banking BPO space including detailed analysis of the state of the market, market trends and solution characteristics, service provider landscape, and the future outlook

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