



KYC-AML BPO – Service Provider Profile Compendium 2018

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

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In addition to a suite of published research, a membership may include

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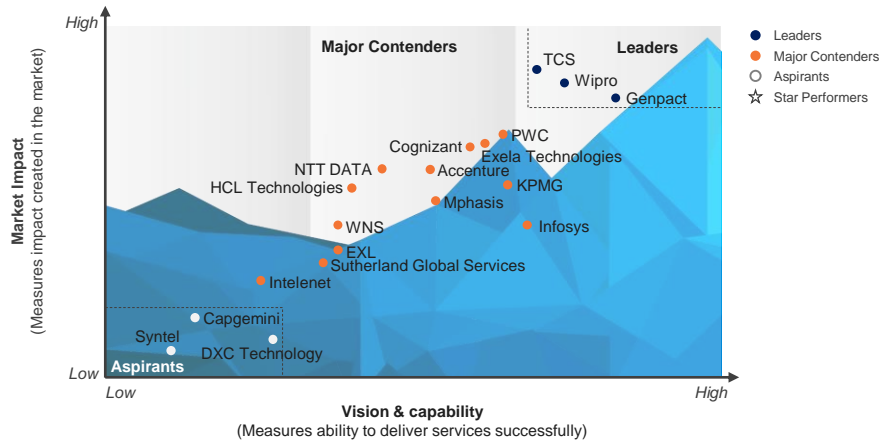
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This study offers three distinct chapters providing a deep dive into key aspects of KYC-AML BPO market; below are four charts to illustrate the depth of the report

Everest Group Services PEAK Matrix™ for KYC-AML 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 KYC-AML BPO service provider profile compendium has over 19 service provider profiles

XYZ | KYC-AML BPO profile (page 1 of 3)

Overview

Company overview:

XYZ is a global provider of integrated information technology and knowledge process services. The company also offers e-commerce, finance and administration products and services. It operates out of XX locations and has a FTE strength of xx globally.

Key leaders

- ABC, Sr. Vice President, XYZ unit
- XYZ, Vice President, ABC unit
- ABC, Chief Risk Officer

KYC-AML BPO	2015	2016	2017
Revenue (US\$ million)	XXX	XXX	XXX
Number of FTEs	XXX	XXX	XXX
Number of clients	XXX	XXX	XXX

Technology solutions/offerings specific to KYC-

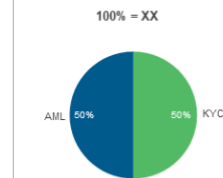
Solution name	Year launched	Description
Tool 1		
Tool 2		



XYZ | KYC-AML BPO profile (page 2 of 3)

Capabilities and key clients

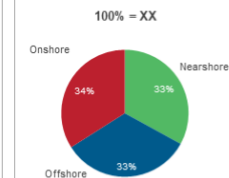
KYC-AML BPO FTE mix by LOBs
FTEs in numbers



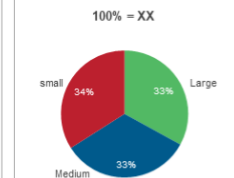
KYC-AML BPO revenue mix by geography
Revenue in US\$ million



KYC-AML BPO number of contracts by buyer size¹
Number of clients



KYC-AML BPO FTE split by delivery location
FTEs in numbers



Recent developments specific to KYC-AML (12-18 months)

- Collaborated with Fortune 50 Banks to develop Syntel's AML solution, a Governance Risk and Compliance (GRC) service offering, undertaken by industry SMEs and by accelerators that strengthen decision-making capabilities
- Formed an alliance with AxiomSL, to provide a reporting platform for flexible and seamless preparation of regulatory reports using the existing client database

Key KYC-AML BPO engagements

Client name	Region	Client since
Client 1	North America	2016
Client 2	United Kingdom	2015
Client 3	Asia-Pacific	2014

Key KYC-AML BPO delivery locations²



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)



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

Published
 Planned
 Current release

Flagship BFS BPO reports

Release date

Mortgage BPO – Service Provider Profile Compendium 2018	February 2018
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	July 2018
Banking BPO – Service Provider Profile Compendium 2018	August 2018
Capital Markets BPO – Service Provider Landscape with Services PEAK Matrix™ Assessment 2018	September 2018
Know Your Customer-Anti Money Laundering (KYC-AML) BPO – Service Provider Profile Compendium 2019	December 2018
Mortgage BPO – Service Provider Landscape with Services PEAK Matrix™ Assessment 2018	Q4 2018
Capital Markets BPO – Service Provider Profile Compendium 2018	Q4 2018
Digital Banking – Service Provider Landscape with PEAK Matrix™ Assessment 2019	Q1 2019

Thematic BFS BPO reports

Risk Management – Looking Beyond the Transactions, Credit Leading the Way	April 2016
Risk Management – US\$300 Billion – Enough to Buy Facebook, or Pay for Your Regulatory Mistakes	March 2017
Wealth Management for the Next Generation	February 2018
Broking Bad	March 2018
Blockchain: Is it the Silver Bullet?	April 2018
Automation in Banking	December 2018

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

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. **KYC-AML BPO – Service Provider Landscape with PEAK Matrix™ Assessment 2018** ([EGR-2018-27-R-2660](#)); 2018. This report assists key stakeholders (buyers, service providers, and technology providers) in understanding the landscape of the KYC-AML BPO and helps them identify the recent trends and future outlook. In this backdrop, the report provides comprehensive coverage of the global KYC-AML BPO space including detailed analysis of the state of the market, market trends and solution characteristics, and the service provider landscape
2. **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
3. **Banking BPO – Service Provider Landscape with PEAK Matrix™ Assessment 2018** ([EGR-2018-27-R-2591](#)); 2017. 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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About Everest Group

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