



Capital Markets BPO – Service Provider Profile Compendium 2019

Banking and Financial Services (BFS) – Business Process Outsourcing (BPO)
Market Report – January 2019: Complimentary Abstract / Table of Contents

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- 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

Membership information

- This report is included in the following research program(s)
 - **Business Process Services (BPS) | Banking & Financial Services (BFS)**
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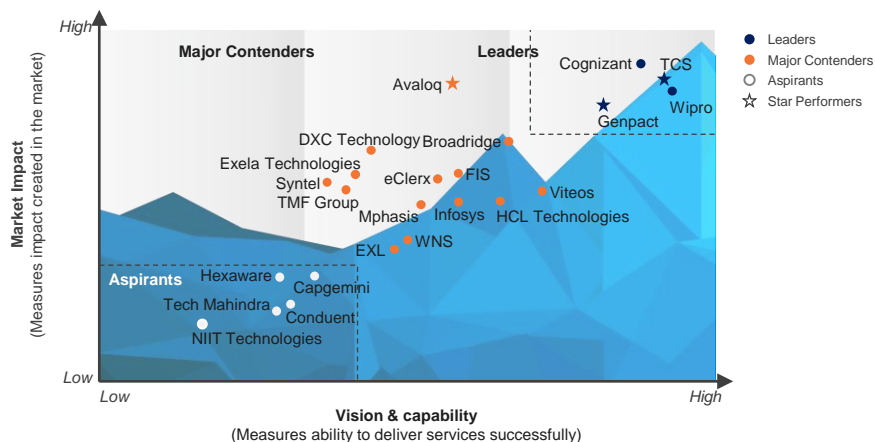
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This study offers three distinct chapters providing a deep dive into key aspects of Capital Markets BPO market; below are four charts to illustrate the depth of the report

Everest Group Services PEAK Matrix™ for Capital Markets 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

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 Landscape with Services PEAK Matrix™ Assessment 2017	November 2017
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
Mortgage BPO – Service Provider Landscape with Services PEAK Matrix™ Assessment 2019	January 2019
Capital Markets BPO – Service Provider Profile Compendium 2019	January 2019
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

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 into 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 2018: Digital Transformation or Digital Washing: Looking Beyond the Hype** ([EGR-2018-27-R-2706](#)); 2018. 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 the future outlook. In this backdrop, this report tries to investigate the levers of true digital transformation and identifies the difference between transformation and washing when it comes to digital
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
3. **Capital Markets BPO – Service Provider Profile Compendium** ([EGR-2017-11-R-2500](#)); 2018. The objective of this compendium is to provide key stakeholders a snapshot of the offerings and capabilities of 16 major capital markets BPO service providers. Specifically, the report allows service providers to compare their areas of strength and those of development with other service providers in the marketplace. It also helps existing and potential buyers of capital markets BPO services to assess the service providers on the capabilities that they desire

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