



Mortgage BPS – Service Provider Profile Compendium 2019

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

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Global services tracking across functions, sourcing models, locations, and service providers – industry tracking reports also available

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Membership information

- This report is included in the following research program(s)
 - [Banking and Financial Services \(BFS\) - Business Process Services \(BPS\)](#)
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- Accelerators™
- Analyst access
- Data cuts
- Pinnacle Model™ reports
- PriceBook
- Virtual Roundtables
- Workshops

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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The mortgage BPO service provider profile compendium has 20 service provider profiles

XXX | Mortgage BPO profile (page 1 of 2)

Overview

Company overview

XXX is a global services company, providing services & solutions. It combines experience & skills across more than 20 industries and all business functions with more than 900,000 FTEs serving clients in more than 29 countries.

Key leaders

- XXX, Chief Operating Officer
- XXX, Chief Financial Officer

Headquarter: XX, XX

Website: www.xxx.com

Suite of services

- Mortgage fulfillment
- Mortgage origination
- Mortgage servicing
- Mortgage underwriting

Mortgage BPO	2016 ¹	2017 ¹	2018 ¹
Revenue (US\$ million)	~XXX	~XXX	~XXX
Number of FTEs	XX	XX	XX
Number of clients	X	X	X

Recent acquisitions and partnerships

- 2018: Partnered with XYZ to leverage a mortgage solution
- 2017: Partnered with XYZ
- 2017: Acquired XYZ

Recent developments

- 2018: Developed mortgage solution
- 2017: Developed mortgage solution
- 2017: Invested in mortgage solution and lab

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



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XXX | Mortgage BPO profile (page 2 of 2)

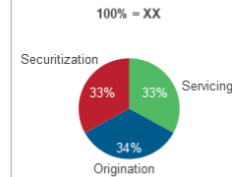
Capabilities and key clients

Key mortgage BPO engagements

Client name	Category (origination, securitization, or servicing)	Region	Client since
One of the top 10 banks	Securitization	North America	2018
A top investment firm	Securitization	North America	2017
A mortgage company	Origination	North America	2016
A West Coast headquartered bank	Origination and servicing	North America	2015
A mortgage company	Origination	North America	2014
A mortgage servicer	Servicing	North America	2013
GSE	Origination and securitization	North America	2012

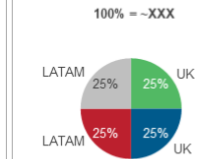
Mortgage BPO FTE mix by segment

FTEs in numbers



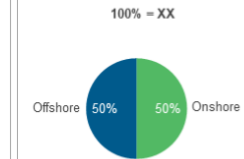
Mortgage BPO revenue mix by geography

Revenue in US\$ million



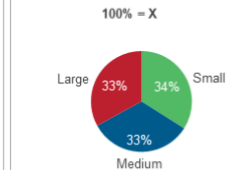
Mortgage BPO FTE split by delivery location

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)



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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 – 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
Mortgage BPO – Service Provider Landscape with Services PEAK Matrix™ Assessment 2019	January 2019
Banking BPO Digital Capability Platform (DCP) – Service Provider Landscape with Solutions PEAK Matrix™ Assessment 2019	March 2019
Mortgage BPO Annual Report 2019	May 2019
Mortgage BPS – Service Provider Profile Compendium 2019	June 2019
Banking BPS – Service Provider Landscape with Services PEAK Matrix™ Assessment 2019	Q3 2019
AML/FCC – Service Provider Landscape with Services PEAK Matrix™ Assessment 2019	Q3 2019

Thematic BFS BPO reports

Trade Finance of the Future – A Blockchain Story	July 2017
Blockchain: Is it the Silver Bullet?	April 2018
Think Banks Have Gotten the Most Out of Automation - Think Again	February 2019
Buyer Satisfaction In BFS – What Makes the Banks Frown?	Q3 2019
Makings of a Successful Sourcing Relationship – Deal Trends in Banking	Q3 2019
Achieve the most out of our Analytics Spend – Analytics Success Stories in BFS	Q3 2019
The Truth about BPaaS – Report on Current Adoption and Future Direction of BPaaS Solutions	Q3 2019

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

Additional BFS BPS 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. Mortgage BPO Annual Report 2019: Reducing Margins, Rise of Non-banks, and Declining Volumes – The Triad Shaping the Mortgage Industry?** ([EGR-2019-27-R-3184](#)); 2019. This report will assist key stakeholders (banks, service providers, and technology providers) understand the dynamics of the mortgage BPO market and help them identify the trends and future outlook. It would help the stakeholders form a better understanding of some of the key trends in the industry and plan their strategic activities accordingly. The report also looks at some of the key trends in the service provider landscape in detail.
- 2. Mortgage BPO – Service Provider Landscape with PEAK Matrix™ Assessment 2019** ([EGR-2019-27-R-3026](#)); 2019. This report helps key stakeholders (buyers, service providers, and technology providers) understand the changing dynamics of the mortgage BPO space and identify the recent trends and future outlook. It provides comprehensive coverage of the global mortgage BPO space including detailed analysis of the state of the market, market trends and solution characteristics, service provider landscape, and the future outlook.
- 3. 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.

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