



Banking BPS – Service Provider Compendium 2019

Banking and Financial Services (BFS) - Business Process Services (BPS)
Market Report – September 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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In addition to a suite of published research, a membership may include

- 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 banking BPS service provider profile compendium has over 30 service provider profiles

XXX | Banking BPS profile (page 1 of 4)
Overview

Company overview
XXX is an IT, consulting, and business operations organization. It has a diverse base of banking & financial services clients and in-depth domain expertise across all banking products. XXX guides its customers on their transformation journeys through its solutions and thought leadership framework. Its suite of services caters to all industry segments across retail banking, cards, lending, commercial banking, and capital markets and includes cognitive-enabled digital and technology-led business operations offerings and solutions.

Key leaders

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

Headquarters: XX, XXX

Website: <http://companywebsite.com/>

Suite of services

- Cards
- Commercial banking
- Lending
- Retail banking

1 12 months ending June 30 of any particular year, i.e., from July 200X-1 to June 200X

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Banking BPS	2016 ¹	2017 ¹	2018 ¹
Revenue (US\$ million)	XXX	XXX	XXX
Number of FTEs	XX	XX	XX

XXX | Banking BPS profile (page 2 of 4)
Key delivery locations

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XXX | Banking BPS profile (page 3 of 4)
Capabilities and key clients

Key banking BPS engagements

Client name	LOB	Region	Client since
ABC	Retail banking	North America	2018
ABC	Commercial banking		
ABC	Cards		
ABC	Commercial banking		
ABC	Lending		

Banking BPS FTE mix by segment
FTEs in numbers

100% = XXX

Banking BPS revenue mix by geography
Revenue in US\$ million

100% = XXX

1 Buyer size is defined as large (>US\$10 billion in revenue), medium (US\$5-US\$10 billion). Note: Based on contractual and operational information as of June 2018

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XXX | Banking BPS profile (page 4 of 4)
Technology and analytical solutions/tools

Tools	Processes covered	Year launched	Solution description	No. of clients
Support system	Commercial banking	2019	The solution enables uploading of trade documents leveraging the existing online banking platform. It auto classifies documents and extract data from trade documents	1
Banking tool	Retail banking	2018	The rule-based validation tool helps in checking the documents on various pre-defined parameters	1
Chatbot	Cards	2017	The solution enables the end user to raise queries and obtain clarifications through self-service channels	1
Lending tool	Lending	2016	It is an integrated corporate loan system and the servicing platform helps improve productivity, reduce risk, improve controls, and comply with regulatory requirements	1
Financial audit	Commercial banking	2015	Automation through the ML solution of financial spreading to eliminate or reduce manual effort in the financial statements	1
Digital toll	Retail banking	2014	A solution that leverages digital capability to delivery service. The interface involves a digital solution to ensure verification. A workforce model is offered to make it an end-to-end solution	1
Analytics	Cards	2013	A cognitive solution focused on introducing advanced automation by leveraging ML/AI. It can be used across domains to improve efficiency, productivity, and scalability	1
Workflow	Lending	2012	A light-weight, standardized, flexible, and interactive graphics library built over open source visualization libraries	1

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

Published
 Planned
 Current release

Flagship BFS BPS 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	July 2019
Banking BPS – Service Provider Compendium 2019	September 2019
AML/FCC – Service Provider Landscape with Services PEAK Matrix™ Assessment 2019	Q3 2019

Thematic BFS BPS 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
Next-generation of outsourcing – Moving From Services Delivery To Business Orchestration: BFS Enterprise Perspectives	July 2019
Banking BPS – Annual Deal Trends Report 2019	August 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 BPS 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 on the topic or complementary content that may be of interest

1. **Capital Markets BPO – Service Provider Profile Compendium** ([EGR-2019-27-R-3051](#)); 2019. The objective of this compendium is to provide key stakeholders a snapshot of the offerings and capabilities of 23 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
2. **Mortgage BPO – Service Provider Profile Compendium** ([EGR-2019-27-R-3026](#)); 2019. The objective of this compendium is to provide key stakeholders a snapshot of the offerings and capabilities of 20 major mortgage 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 mortgage BPO services to assess the service providers on the capabilities that they desire
3. **Banking BPS Digital Capability Platform (DCP) – Service Provider Landscape with Solutions PEAK Matrix™ Assessment 2019** ([EGR-2018-27-R-3115](#)); 2019. With almost every banking BPO service provider in the market trying to ride on the “digital” wave, it is a difficult proposition to evaluate and assess their digital capabilities against each other. The report seeks to accomplish this objective by examining the next-generation digital capabilities of these service providers, their ability to integrate different technology levers, and their impact on the banking BPO processes
4. **Banking BPS – Service Provider Landscape with PEAK Matrix™ Assessment 2019** ([EGR-2018-27-R-3239](#)); 2018. This report assists key stakeholders (buyers, service providers, and technology providers) in understanding the changing dynamics of the banking BPS space and helps them identify the recent trends and future outlook. In this backdrop, the report provides comprehensive coverage of the global banking BPS space including detailed analysis of the state of the market, market trends and solution characteristics, service provider landscape, and the future outlook

For more information on this and other research published by Everest Group, please contact us:

Manu Aggarwal, Vice President: manu.aggarwal@everestgrp.com

Robin Jain, Practice Director: robin.jain@everestgrp.com

Rohit Sharma, Senior Analyst: rohit.sharma@everestgrp.com

Harshita Saaran, Senior Information Specialist: harshita.saaran@everestgrp.com

Website: www.everestgrp.com | Phone: +1-214-451-3000 | Email: info@everestgrp.com



About Everest Group

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Dallas (Headquarters)

info@everestgrp.com
+1-214-451-3000

Bangalore

india@everestgrp.com
+91-80-61463500

Delhi

india@everestgrp.com
+91-124-496-1000

London

unitedkingdom@everestgrp.com
+44-207-129-1318

New York

info@everestgrp.com
+1-646-805-4000

Toronto

canada@everestgrp.com
+1-416-388-6765

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