



## **Banking BPS – Service Provider Compendium 2020**

Banking and Financial Services (BFS) - Business Process Services (BPS)  
Market Report – August 2020: Complimentary Abstract / Table of Contents

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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

# Table of contents (page 1 of 2)

Topic	Page no.
Introduction and methodology	5
<b>Section I: Banking BPS service provider landscape snapshot</b>	<b>9</b>
<b>Section II: Profiles of banking BPS Leaders</b>	<b>18</b>
• Cognizant	19
• Genpact	25
• HCL Technologies	31
• Infosys	37
• TCS	43
• Wipro	50
<b>Section III: Profiles of banking BPS Major Contenders</b>	<b>57</b>
• Accenture	58
• Avaloq	65
• Capgemini	71
• Concentrix	76
• Conduent	82
• Datamatics	88
• DXC Technology	93
• Exela Technologies	99
• EXL	105
• Firstsource	111
• FIS	116

Topic	Page no.
<b>Section III: Profiles of banking BPS Major Contenders (continued)</b>	
• IBM .....	123
• Mphasis .....	129
• NTT DATA .....	135
• Sutherland Global Services .....	140
• Tech Mahindra .....	147
• Teleperformance .....	152
• Volante .....	159
• WNS .....	164
<b>Section IV: Profiles of banking BPS Aspirants</b> .....	
• Atos Syntel .....	170
• CGI .....	171
• Conneqt .....	177
• Equiniti .....	183
• NIIT Technologies .....	189
• Virtusa .....	195
<b>Appendix</b> .....	
• Glossary of terms .....	207
• Research calendar .....	208
• References .....	209
	210

# Background of the research

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The banking BPS market is quite mature, with service providers enjoying client confidence, especially in markets such as the United States and the United Kingdom. Europe and emerging regions such as Asia Pacific, as well as small and mid-sized banks, are expected to drive future growth. Digital has become an essential component of services delivery, and the COVID-19 pandemic is expected to accelerate digital adoption. It is also disrupting the traditional banking value chain, and service providers will need to adapt their offerings and value propositions to cater to these changes effectively.

The banking BPS market has been able to continually grow by helping clients to adapt to new client processes and reinvent themselves. Automation and analytics continue to grow in importance, with service providers promising a reduction in the degree of manual effort to their clients. As market conditions evolve rapidly due to current health and economic crisis, service providers need to step-up and provide value beyond cost savings. Meanwhile, enterprises will need to take a carefully considered approach to outsourcing and select service providers that can become partners in their transformation journey, driving better customer experience, process improvements, and cost savings.

## Scope of this report

In this research, we analyze the global banking BPS service provider landscape. We focus on:

- Relative positioning of 31 service providers on Everest Group's PEAK Matrix® for banking BPS
- Service provider capability assessment across key dimensions
- Everest Group's analysis of service providers' strengths and areas of improvement

# This study offers four distinct chapters providing a deep dive into key aspects of banking BPS market; below are the charts to illustrate the depth of the report

**XXX | Banking BPS profile** (page 1 of 5)  
Overview

**Company overview**  
XXX is a global professional services company, providing a broad range of services consulting, digital, technology, and operations. Combining unmatched experience in more than 30 industries and all business functions, XXX works at the intersection of help clients improve their performance and create sustainable value for their stakeholders; serving clients in more than 50 countries, XXX drives innovation to improve the way

**Key leaders**

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

**Headquarters:** XX, XXX  
**Website:** www.xxx.com

**Suite of services**

- Cards
- Retail banking
- Lending

<sup>1</sup> 12 months ending June 30 of any particular year, i.e., from July 1, YYYY-1 to June 30, YYYY

**XXX | Banking BPS profile** (page 2 of 5)  
Key delivery locations

**XXX | Banking BPS profile** (page 3 of 5)  
Key clients and capabilities

**Key banking BPS engagements**

Client name	LOB
ABC	Retail bank
ABC	Retail bank
ABC	Retail bank
ABC	Retail bank
ABC	Retail bank

**Banking BPS FTE mix by segment**  
Number of FTEs

100% = XXX

**Banking BPS revenue**  
Revenue in US\$ million

100% = XXX

<sup>1</sup> 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 on June 2019

**XXX | Banking BPS profile** (page 4 of 5)  
Technology solutions/tools

Tools	Processes covered	Year launched	Solution description	No. of clients
Cognitive assistant	Retail banking	2018	It scans s	
Inspection assistant	Retail banking	2018	A frame	
Payment services directive	Retail banking	2018	A next-gi and user	
Chatbot	Cards	2017	It helps t	
Cognitive AI-based data capture tool	Retail banking	2017	This tool	
Scoring tool	Retail banking	2016	Automat	
Contractor assignment	Retail banking	2015	Contract distance	

**XXX | Banking BPS profile** (page 5 of 5)  
Risk management & regulatory reporting

Risk management support	Details	No. of clients
Credit risk	The covenant management solution leverages advanced ML and NLP techniques to interpret the financial and non-financial covenants in the contract	1
Operations risk	Data lineage solutions provide a framework to create a lineage across the life cycle from transactions to reporting	1
Regulatory risk	The structured information, extracted from lending contracts, is used to build self-enforcing smart contracts that will retain all the stakeholder information so that any changes to terms and execution of the contract can be communicated	1

Regulatory reporting support	List of regulations	Description	No. of clients
UK regulations	MIFID and MIFID II	Compliance to MIFID regulation. Report price, volume, and time of all trades executed	1
EU regulations	PSD-2 and GDPR	Compliance to GDPR regulation. Risk reporting & data analytics	1
US regulations	Not available	Regulatory reporting workbench solution integrates with banks' current state architecture	1

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6

# Research calendar – BFS BPS

■ Published   ■ Planned   ▭ Current release

## Flagship BFS BPS reports

Release date

Financial Crime and Compliance (FCC) Operations Services PEAK Matrix® Assessment and Service Provider Landscape 2020 .....	October 2019
Capital Markets Operations – Service Provider Landscape with Services PEAK Matrix® Assessment 2020 .....	November 2019
Capital Markets Operations – Service Provider Profile Compendium 2020 .....	December 2019
Wealth Management Operations – Service Provider Landscape with Services PEAK Matrix® Assessment 2020 .....	March 2020
The Amazing Race – Payments Edition 2020 .....	June 2020
Banking BPS – Service Provider Landscape with Services PEAK Matrix® Assessment 2020 .....	July 2020
<b>Banking BPS – Service Provider Compendium 2020 .....</b>	<b>August 2020</b>
Mortgage BPS – Service Provider Landscape with Services PEAK Matrix® Assessment 2020 .....	Q3 2020

## Thematic BFS BPS reports

Wealth Management for the Next Generation .....	February 2018
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? .....	August 2019
Makings of a Successful Sourcing Relationship – Deal Trends in Banking .....	August 2019
Business-Process-as-a-Service (BPaaS) Adoption Debunked – Current and Future Direction .....	September 2019
Achieve the Most Out of Our Analytics Spend – Analytics Success Stories in BFS .....	Q3 2020

Note: For a list of all of our published BFS BPS reports, 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. **Capital Markets Operations – Service Provider Landscape with Solutions PEAK Matrix™ Assessment 2020** ([EGR-2019-27-R-3452](#)); 2019. This report assists key stakeholders (buyers, service providers, and technology providers) in understanding the changing dynamics of the capital markets space and helps them identify the recent trends and future outlook. In this backdrop, the report provides comprehensive coverage of the global capital market space including detailed analysis of the state of the market, market trends and solution characteristics, service provider landscape, and the future outlook
2. **Banking BPO 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
3. **Financial Crime and Compliance (FCC) Operations Services PEAK Matrix™ Assessment and Service Provider Landscape 2020** ([EGR-2019-27-R-3355](#)); 2019. This report assists key stakeholders (buyers, service providers, and technology providers) in understanding the landscape of the FCC operations market and identifying recent trends and the future outlook. The report seeks to accomplish this objective by examining the FCC capabilities of service providers, their ability to handle different processes, and their technology offerings for FCC operations
4. **Banking BPS – Service Provider Landscape with Services PEAK Matrix® Assessment 2020** ([EGR-2020-27-R-3819](#)); 2020. The banking BPS market is quite mature, with service providers enjoying client confidence, especially in markets such as the United States and the United Kingdom. Digital has become an essential component of services delivery, and the COVID-19 pandemic is expected to accelerate digital adoption. The report examines the global banking BPS market and its service provider landscape. It will assist key stakeholders such as banks, financial institutions, service providers, and technology providers in understanding the current state of the banking BPS service provider market.

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## About Everest Group

Everest Group is a consulting and research firm focused on strategic IT, business services, and sourcing. We are trusted advisors to senior executives of leading enterprises, providers, and investors. Our firm helps clients improve operational and financial performance through a hands-on process that supports them in making well-informed decisions that deliver high-impact results and achieve sustained value. Our insight and guidance empower clients to improve organizational efficiency, effectiveness, agility, and responsiveness. What sets Everest Group apart is the integration of deep sourcing knowledge, problem-solving skills and original research. Details and in-depth content are available at [www.everestgrp.com](http://www.everestgrp.com).

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