

Payments Service Provider Landscape

December 2020: Complimentary Abstract / Table of Contents



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- Accelerators™
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- 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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01

Introduction and overview

- Research methodology
 - Background of the research
 - Payments value chain
-

Our research methodology is based on four pillars of strength to produce actionable and insightful research for the industry

01

Robust definitions and frameworks

BFS segmentation, third-party operations market definition, PEAK Matrix, and market maturity

02

Primary sources of information

Annual contractual and operational RFIs, service provider briefings and buyer interviews, web-based surveys

03

Diverse set of market touchpoints

Ongoing interactions across key stakeholders, input from a mix of perspectives and interests, supports both data analysis and thought leadership

04

Fact-based research

Data-driven analysis with expert perspectives, trend-analysis across market adoption, contracting, and service providers

Year-round tracking of 20+ payments service providers

Large repository of existing research in banking and financial services

Over 25 years of experience advising clients on strategic IT, business services, engineering services, and sourcing

Executive-level relationships with buyers, service providers, technology providers, and industry associations

Background of the research

The payments industry has experienced significant disruption during the last decade, accompanied by a rise in non-cash transactions. The number and diversity of organizations in the market have also increased significantly in recent years. With a growing number of digital transactions, instances of fraud and the collections burden have also increased, making it difficult for banks to cope with the pressure of managing increasing payments operations and digitalization with customer experience initiatives.

The role of outsourcing service providers is evolving to help banks respond to changes and move faster without taking too many risks. Financial services firms are increasingly seeking third-party support to tackle operational challenges. Due to its ability to offer customized solutions to financial services firms, payments outsourcing is gaining traction, with multiple service providers building their capabilities in this space.

In this report, we focus on:

- The key outsourcing trends in the payments BPS market
- Payments outsourcing market size and growth
- Payments outsourcing market adoption by buyer geography and lines of business
- Summary profile of services providers

Scope of this report:



Geography
Global



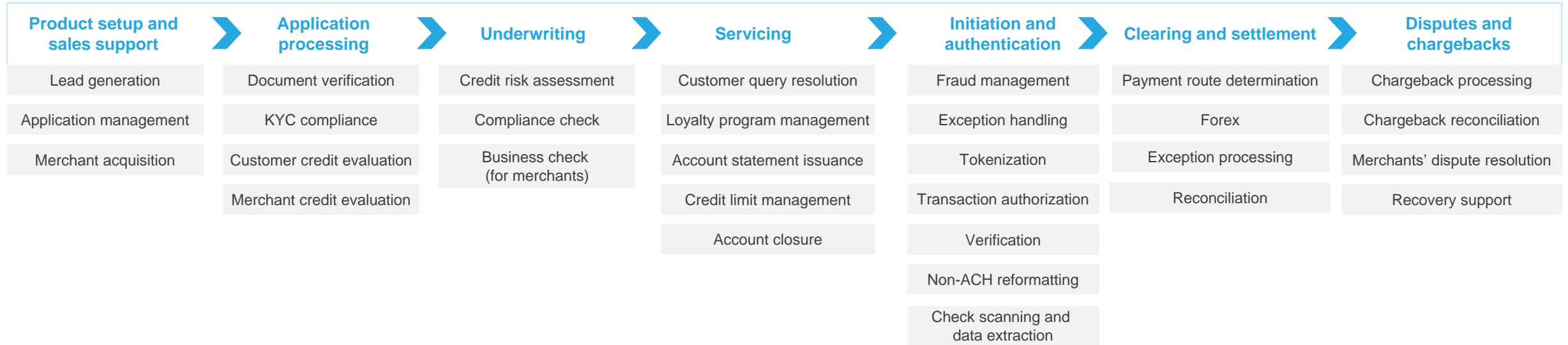
Industry
Banking and financial services



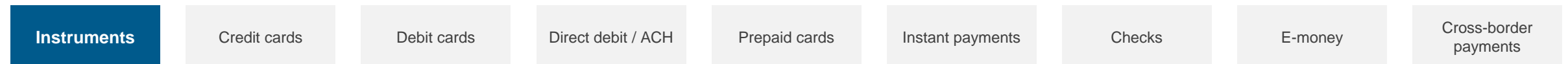
Offering
Payments BPS

Payments value chain

Payments value chain



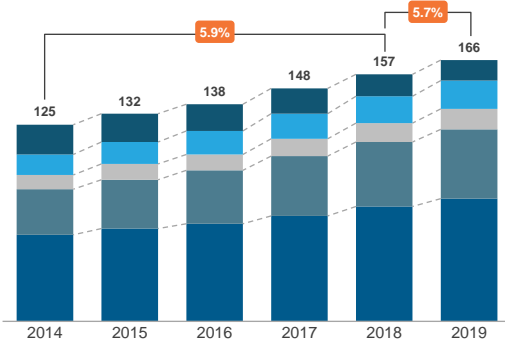
Payment Instruments



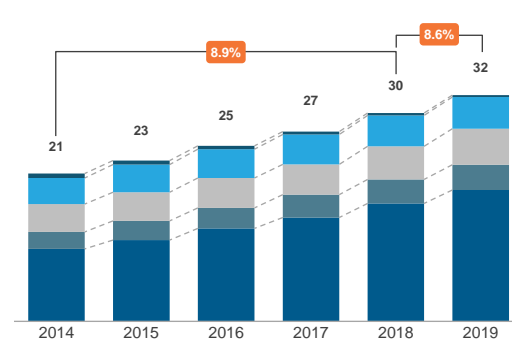
This study offers two distinct chapters providing a deep dive into key aspects of payments market; below are four charts to illustrate the depth of the report

Non-cash transactions in the US and UK

Non-cash transactions in the US
Number of transactions in billion; by instrument type

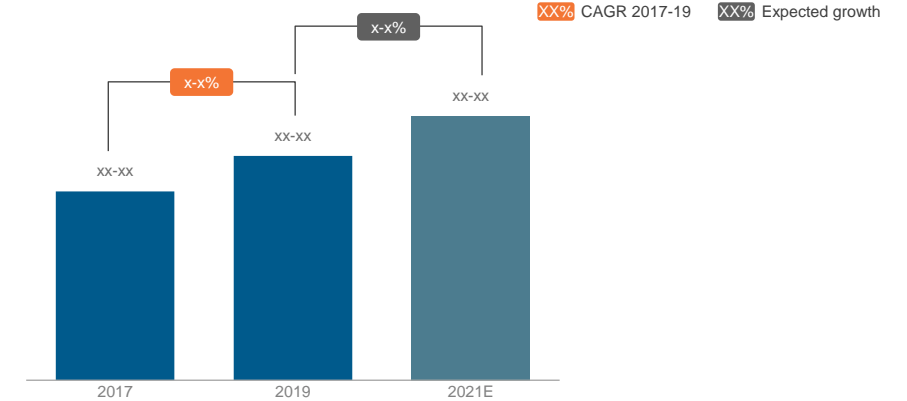


Non-cash transactions in the UK
Number of transaction in billion; by instrument type



Market size of payments BPS

Market size of payments BPS
In US\$ billion



Banking payments outsourcing market share by buyer geography

Banking payments outsourcing market share by buyer geography
2019; Percentage



Summary profile of major vendors

Service provider / vendor	Score: High (Blue) / Low (White)			
	Revenue and growth	Portfolio mix	Scope of services	Technology capability
Provider 1	■■■■■	■■■■■	■■■■■	■■■■■
Provider 2	■■■■■	■■■■■	■■■■■	■■■■■
Provider 3	■■■■■	■■■■■	■■■■■	■■■■■
Provider 4	■■■■■	■■■■■	■■■■■	■■■■■
Provider 5	■■■■■	■■■■■	■■■■■	■■■■■
Provider 6	■■■■■	■■■■■	■■■■■	■■■■■
Provider 7	■■■■■	■■■■■	■■■■■	■■■■■
Provider 8	■■■■■	■■■■■	■■■■■	■■■■■
Provider 9	■■■■■	■■■■■	■■■■■	■■■■■
Provider 10	■■■■■	■■■■■	■■■■■	■■■■■
Provider 11	■■■■■	■■■■■	■■■■■	■■■■■
Provider 12	■■■■■	■■■■■	■■■■■	■■■■■
Provider 13	■■■■■	■■■■■	■■■■■	■■■■■
Provider 14	■■■■■	■■■■■	■■■■■	■■■■■
Provider 15	■■■■■	■■■■■	■■■■■	■■■■■
Provider 16	■■■■■	■■■■■	■■■■■	■■■■■
Provider 17	■■■■■	■■■■■	■■■■■	■■■■■
Provider 18	■■■■■	■■■■■	■■■■■	■■■■■
Provider 19	■■■■■	■■■■■	■■■■■	■■■■■
Provider 20	■■■■■	■■■■■	■■■■■	■■■■■
Provider 21	■■■■■	■■■■■	■■■■■	■■■■■
Provider 22	■■■■■	■■■■■	■■■■■	■■■■■

Research calendar

Banking & Financial Services BPS

Published Planned Current release

Flagship BFS BPS reports

Release date

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

Capital Markets Disrupted – The Quest for More Continues

August 2020

Mortgage Operations – Service Provider Landscape with Services PEAK Matrix® Assessment 2020

September 2020

Payments Service Provider Landscape

December 2020

FCC operations PEAK Matrix Assessment with Service Provider Landscape

Q1 2021

Thematic BFS BPS reports

Release date

Business-Process-as-a-Service (BPaaS) Adoption Debunked – Current and Future Direction

September 2019

The Next Frontier in KYC and AML Intelligent Automation-led Transformation

June 2020

The Pandemic Pandemonium – Assessing the Impact of COVID-19 and the Path to Success for Banking and Financial Services (BFS) in the Next Normal

October 2020

Analytics Casebook – A hitchhiker's guide to BFS analytics

October 2020

Ameliorating customer experience in BFS

December 2020

What Makes the Non-Banks Tick – A Sourcing Roadmap

Q1 2021

Mortgage of the Future

Q1 2021

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



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