

# Closing the Gap for FinTech and BigTech Operations – Non-banks' Sourcing Opportunity

March 2021: Complimentary Abstract / Table of Contents



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## 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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## Background of research

The financial services industry experienced significant disruption during the last decade. The number, diversity, and scale of new organizations in the market have also grown significantly in recent years. As non-banks scale, they face the challenge of running operations efficiently at a low cost; as a result, they are seeking the support of third-party service providers to tackle operational challenges.

As some nonbanks are developing their association with third-party service providers, the industry is realizing that this support offers benefits beyond primary outsourcing drivers of staff augmentation and cost reduction. Service providers can combine their strengths, such as access to resources, trust of customers, and expertise in core banking services, with the innovative offerings of nonbank firms or to cope with the significant challenges they are facing in the marketplace.

In this report, we examine the nonbank segment and explore how can service providers collaborate with these players to help them grow in the market. We focus on:

- Nonbanks in the financial services market
- Operational challenges faced by nonbanks
- How are outsourcing service providers helping in overcoming those challenges
- Nonbank and service provider collaboration models

### Scope of this report:



**Geography**  
Global



**Industry**  
Banking BPS



**Services**  
Banking BPS

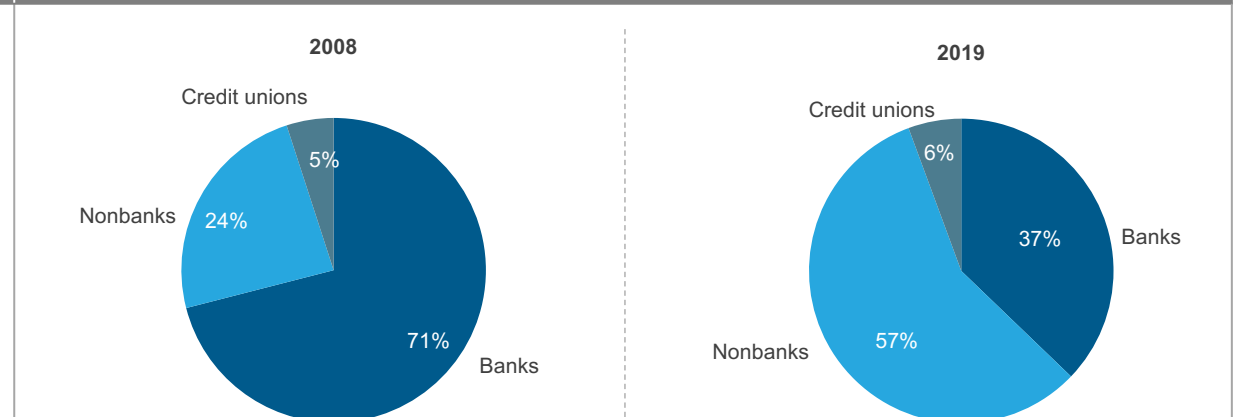


# This study offers four distinct chapters providing a deep dive into key aspects of the outsourcing by nonbanks in the financial services industry; below are four charts to illustrate the depth of the report

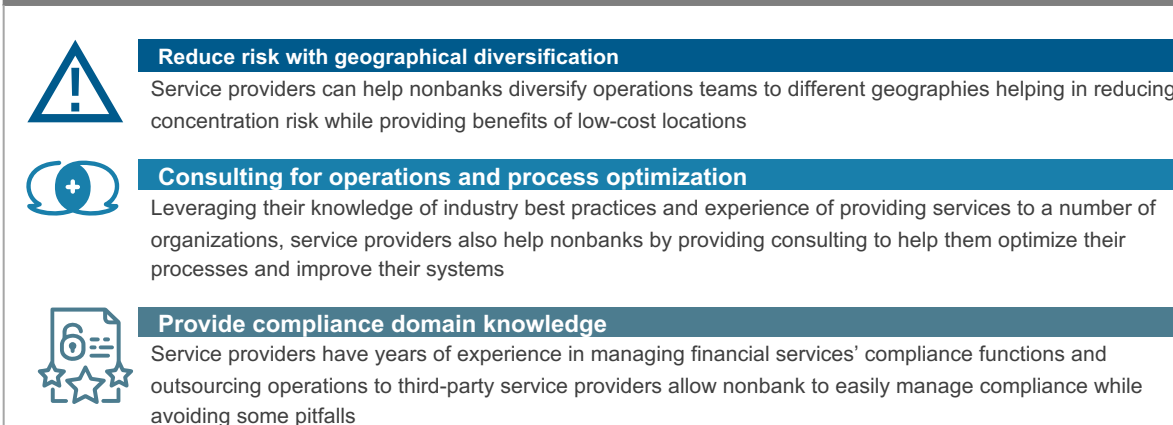
Nonbanks in the banking industry by line of business



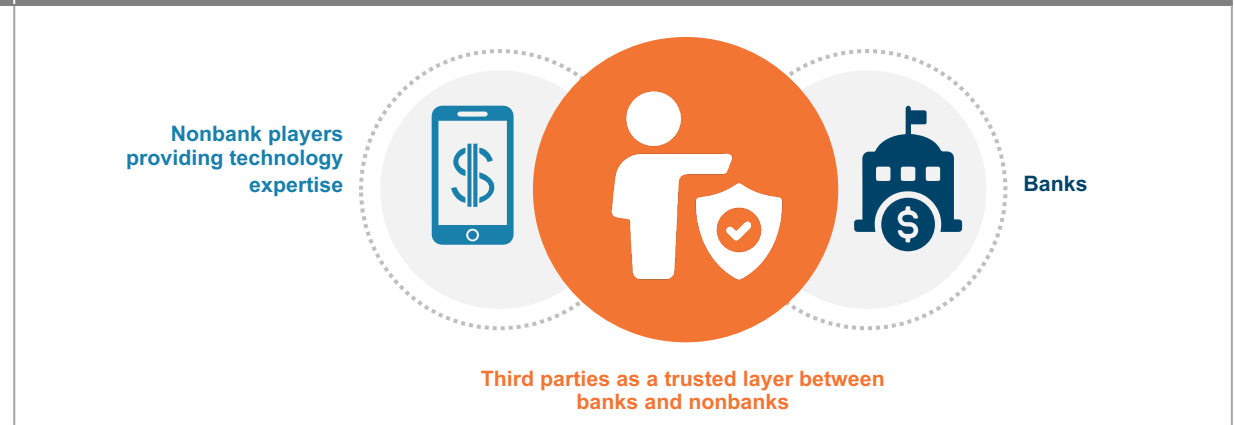
Mortgage home purchase volume by segment in the US



Support of service providers can help nonbanks beyond primary outsourcing drivers



How can smaller nonbanks play in the banking ecosystem



# Research calendar

## Banking & Financial Services BPS

Published Planned Current release

### Flagship BFS BPS reports

### Release date

Banking BPS – Service Provider Profile Compendium 2020	July 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	March 2021
Capital markets BPO – PEAK Matrix® Assessment with Service Provider Landscape	Q2 2021
FCC operations – Service Provider Profile Compendium 2021	Q2 2021
Banking BPS Europe – PEAK Matrix® Assessment with Service Provider Landscape	Q2 2021
Capital markets BPO – Service Provider Profile Compendium 2021	Q3 2021

### Flagship BFS BPS reports

### Release date

Analytics Casebook – A hitchhiker's guide to BFS analytics	October 2020
Ameliorating customer experience in BFS	December 2020
Mortgage of the Future	January 2021
Corporate Actions Demystified	January 2021
<b>Closing the Gap for FinTech and BigTech Operations – Non-banks' Sourcing Opportunity</b>	<b>March 2021</b>
Mortgage State of the Market report 2021	Q2 2021
Evolution of modern collections operations	Q2 2021

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