Banking Operations – Service Provider Compendium 2022

March 2022: Complementary Abstract / Table of Contents



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- ▶ Retirements Technologies
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Benchmarking

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Market intelligence

Tracking: providers, locations, risk, technologies

Locations: costs, skills, sustainability, portfolios



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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 Business Process Services (BPS) 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

Proprietary contractual database of over 600 banking contracts (updated annually)

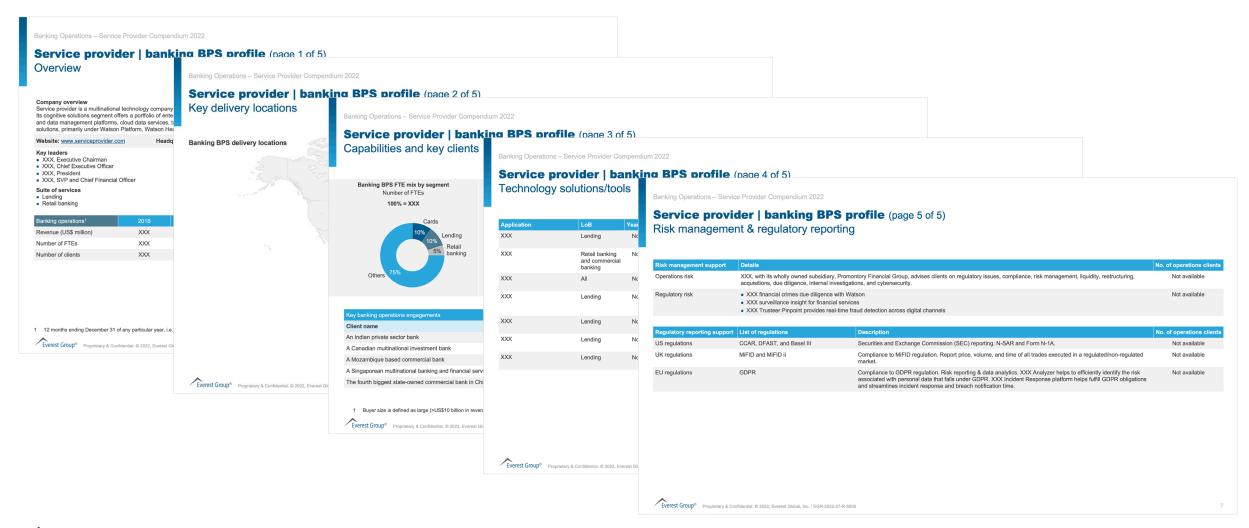
Year-round tracking of 30+ banking operations service providers

Large repository of existing research in banking operations

Over 30 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



This study offers 31 distinct chapters providing a deep dive into key aspects of banking operations; below are five charts to illustrate the depth of the report



Research calendar

Banking and Financial Services Business Process

		Published	Planned Current release
Fla	agship BFS BPO reports		Release date
Ba	nking BPS – Service Provider Landscape with Services PEAK Matrix [®] Assessment 2020		March 2020
Ba	nking BPS – Service Provider Profile Compendium 2020		July 2020
Мо	ortgage Operations – Service Provider Compendium 2021		November 2020
Fin	nancial Crime and Compliance (FCC) Operations Services – Service Provider Compendium 2021		June 2021
Ca	pital Markets Operations – Service Provider Compendium 2021		September 2021
Ва	nking Operations – Services PEAK Matrix [®] Assessment 2022		October 2021
Мо	ortgage Operations PEAK Matrix® Assessment 2022		February 2022
Ва	nking Operations – Service Provider Compendium 2022		March 2022
Ba	nking BPS Service Provider Landscape with PEAK Matrix [®] Assessment 2022		Q1 2022
Th	ematic BFS BPO reports		Release date
Bro	oking Bad – Newer models that brokers need to adopt		March 2018
Bu	siness-Process-as-a-Service (BPaaS) adoption Debunked – Current and Future Direction		September 2019
The	e Amazing Race – Payments Edition 2020		June 2020
Am	neliorating Customer Experience in BFS		December 2020
Clo	osing the Gap for FinTech and BigTech Operations Non-banks' Sourcing Opportunity		March 2021
Eve	olution of Modern Collections Operations		Q1 2022
Mo	ortgage State of the Market Report 2021		Q1 2022

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