

# Banking Operations – Service Provider Compendium 2022

March 2022: Complementary Abstract / Table of Contents



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This report is included in the following research program(s):

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- ▶ Service Optimization Technologies
- ▶ Software Product Engineering Services
- ▶ Supply Chain Management (SCM) Services
- ▶ Sustainability Technology and Services
- ▶ Talent Excellence GBS
- ▶ Talent Excellence ITS
- ▶ Technology Skills and Talent
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- ▶ Work at Home Agent (WAHA) Customer Experience Management (CXM)

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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

Banking Operations – Service Provider Compendium 2022

### Service provider | banking BPS profile (page 1 of 5)

#### Overview

**Company overview**  
Service provider is a multinational technology company its cognitive solutions segment offers a portfolio of enterprise and data management platforms, cloud data services, solutions, primarily under Watson Platform, Watson Her...

Website: [www.serviceprovider.com](http://www.serviceprovider.com)    Headq...

**Key leaders**

- XXX, Executive Chairman
- XXX, Chief Executive Officer
- XXX, President
- XXX, SVP and Chief Financial Officer

**Suite of services**

- Lending
- Retail banking

Banking operations <sup>1</sup>	2018
Revenue (US\$ million)	XXX
Number of FTEs	XXX
Number of clients	XXX

1 12 months ending December 31 of any particular year, i.e.

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Banking Operations – Service Provider Compendium 2022

### Service provider | banking BPS profile (page 2 of 5)

#### Key delivery locations

Banking BPS delivery locations

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### Service provider | banking BPS profile (page 3 of 5)

#### Capabilities and key clients

Banking BPS FTE mix by segment  
Number of FTEs  
100% = XXX

**Key banking operations engagements**

Client name
An Indian private sector bank
A Canadian multinational investment bank
A Mozambique based commercial bank
A Singaporean multinational banking and financial serv
The fourth biggest state-owned commercial bank in Chi

1 Buyer size is defined as large (>US\$10 billion in reven

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### Service provider | banking BPS profile (page 4 of 5)

#### Technology solutions/tools

Application	LoB	Year
XXX	Lending	Nc
XXX	Retail banking and commercial banking	Nc
XXX	All	Nc
XXX	Lending	Nc
XXX	Lending	Nc
XXX	Lending	Nc
XXX	Lending	Nc

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### Service provider | banking BPS profile (page 5 of 5)

#### Risk management & regulatory reporting

Risk management support	Details	No. of operations clients
Operations risk	XXX, with its wholly owned subsidiary, Promontory Financial Group, advises clients on regulatory issues, compliance, risk management, liquidity, restructuring, acquisitions, due diligence, internal investigations, and cybersecurity.	Not available
Regulatory risk	<ul style="list-style-type: none"> <li>• XXX financial crimes due diligence with Watson</li> <li>• XXX surveillance insight for financial services</li> <li>• XXX Trusteer Pinpoint provides real-time fraud detection across digital channels</li> </ul>	Not available

Regulatory reporting support	List of regulations	Description	No. of operations clients
US regulations	CCAR, DFAST, and Basel III	Securities and Exchange Commission (SEC) reporting: N-SAR and Form N-1A.	Not available
UK regulations	MIFID and MIFID II	Compliance to MIFID regulation. Report price, volume, and time of all trades executed in a regulated/non-regulated market.	Not available
EU regulations	GDPR	Compliance to GDPR regulation. Risk reporting & data analytics. XXX Analyzer helps to efficiently identify the risk associated with personal data that falls under GDPR. XXX Incident Response platform helps fulfill GDPR obligations and streamlines incident response and breach notification time.	Not available

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# Research calendar

## Banking and Financial Services Business Process

Published Planned Current release

### Flagship BFS BPO reports

	Release date
Banking BPS – Service Provider Landscape with Services PEAK Matrix® Assessment 2020	March 2020
Banking BPS – Service Provider Profile Compendium 2020	July 2020
Mortgage Operations – Service Provider Compendium 2021	November 2020
Financial Crime and Compliance (FCC) Operations Services – Service Provider Compendium 2021	June 2021
Capital Markets Operations – Service Provider Compendium 2021	September 2021
Banking Operations – Services PEAK Matrix® Assessment 2022	October 2021
Mortgage Operations PEAK Matrix® Assessment 2022	February 2022
<b>Banking Operations – Service Provider Compendium 2022</b>	<b>March 2022</b>
Banking BPS Service Provider Landscape with PEAK Matrix® Assessment 2022	Q1 2022

### Thematic BFS BPO reports

	Release date
Broking Bad – Newer models that brokers need to adopt	March 2018
Business-Process-as-a-Service (BPaaS) adoption Debunked – Current and Future Direction	September 2019
The Amazing Race – Payments Edition 2020	June 2020
Ameliorating Customer Experience in BFS	December 2020
Closing the Gap for FinTech and BigTech Operations Non-banks' Sourcing Opportunity	March 2021
Evolution of Modern Collections Operations	Q1 2022
Mortgage State of the Market Report 2021	Q1 2022

Note: For a list of all of our published Banking and Financial Services Business Process reports, please refer to our [website page](#)





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