

Mortgage Operations – Service Provider Compendium 2022

April 2022: Complimentary Abstract / Table of Contents



Our research offerings

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

Banking and Financial Services Business Process, Mortgage Operations

- ▶ Application Services
- ▶ Banking and Financial Services Business Process
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- ▶ IT Services Executive Insights™
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- ▶ Software Product Engineering Services
- ▶ Supply Chain Management (SCM) Services
- ▶ Talent Excellence GBS
- ▶ Talent Excellence ITS
- ▶ Technology Skills and Talent
- ▶ Trust and Safety
- ▶ Work at Home Agent (WAHA) Customer Experience Management (CXM)

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Learn more about our
custom research capabilities

Benchmarking

Contract assessment

Peer analysis

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 across application and digital services insurance

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 report is based on four key sources of proprietary information

- Proprietary database of 600+ mortgage operations contracts (updated annually)
- The database tracks the following elements of each contract:
 - Buyer details, including size and signing region
 - Contract details, including provider, contract type, Total Contract Value (TCV) and Annual Contract Value (ACV), provider Full Time Equivalents (FTEs), start and end dates, duration, and delivery locations
 - Scope details, including the share of individual buyer locations served in each contract, Line of Business (LoB) served, and pricing model employed
- Proprietary database of 20+ mortgage operations service providers (updated annually)
- The database tracks the following for each provider:
 - Revenue and number of FTEs
 - Number of clients
 - FTE split by LoB
 - Revenue split by region
 - Location and size of delivery centers
 - Technology solutions developed
- **Service provider briefings**
 - Vision and strategy
 - Annual performance and future outlook
 - Key strengths and improvement areas
 - Emerging areas of investment
- **Buyer reference interviews, ongoing buyer surveys, and interactions**
 - Drivers and challenges for adopting mortgage services
 - Assessment of provider performance
 - Emerging priorities
 - Lessons learned and best practices adopted

Service providers assessed¹



1 Assessments for Capgemini, Computershare Loan Services, Conduent, DXC Technology, Exela Technologies, Peoples Processing, Sutherland Global Services, Teleperformance, and Unisys exclude service provider inputs on this particular study and are based on Everest Group’s estimates that leverage Everest Group’s proprietary Transaction Intelligence (TI) database, ongoing coverage of these service providers, their public disclosures, and interactions with buyers. For these companies, Everest Group’s data for assessment may be less complete.

2 An Mphasis company.
We continuously monitor the market and update the above list to include emerging service providers.

The source of all content is Everest Group unless otherwise specified.

Confidentiality: Everest Group takes its confidentiality pledge very seriously. Any contract-specific information collected will only be presented back to the industry in an aggregated fashion.

Background of the research

The landscape for mortgage operations is becoming increasingly competitive and dynamic as lenders look for newer solutions to improve their capabilities, cater to consumer needs, and gain market share. While the pandemic disrupted the industry, which was marked by a long period of low interest rates and significant demand in 2021, interest rates are rising again. In fact, the pandemic, has brought about some meaningful changes across consumer demand patterns, mortgage stakeholders' modes of working, and service delivery models.

Consumer demand patterns are shifting toward younger and more digitally savvy borrowers, who value experience and convenience over cost. Providers are actively leveraging their partnership ecosystems and new acquisitions to augment their capabilities and improve their offerings' time-to-market. They have invested in and built digital lending solutions and tools that help customers in their end-to-end loan life cycle and enhance the overall customer experience . The mortgage securitization market has experienced high competition from providers across other major LoBs. On the buyer side, North America continues to dominate market share in terms of size and new deals, while providers are somewhat getting a grip of the demand patterns of lenders across the Asia Pacific, UK and Continental European region. Providers are also experiencing demand from non-bank buyers such as FinTechs and real estate companies.

This report features the profiles of the following 23 leading mortgage operations service providers featured on the [Mortgage Operations – PEAK Matrix® Assessment 2022](#):

- **Leaders:** Accenture, Infosys, Sourcepoint, and TCS
- **Major Contenders:** Capgemini, Coforge, Cognizant, Computershare Loan Services, Conduent, DXC Technology, Exela Technologies, EXL, HCL Technologies, Indecomm, Mphasis-Digital Risk, Sutherland Global Services, Tech Mahindra, Teleperformance, Unisys, Wipro, and WNS
- **Aspirants:** Peoples Processing and Writer Business Services

Scope of this report



Geography
Global



Service providers
23 leading mortgage operations
service providers



Services
Mortgage operations

This study offers 23 distinct chapters providing a deep dive into key aspects of mortgage operations; below are five charts to illustrate the depth of the report

Mortgage Operations – Service Provider Compendium 2022

Provider | mortgage operations profile (page 1 of 5)

Overview

Company overview
 Service provider BPM, a subsidiary of @1&X Technologies Ltd., provides int solutions. It has operations across Americas, Asia Pacific, Australia, and Eu

Website: www.provider.com **Headquarters**

Key leaders

- ABC, Chief Executive Officer and Managing Director
- XYZ, EVP and Global Head of Sales and Client Relationships
- LMN, Senior Vice President and Business Head, Financial Services, Insu Sciences, Head of Americas regions

Suite of services

- Mortgage fulfillment
- Mortgage servicing
- Mortgage origination
- Mortgage securitization
- Commercial and consumer lending
- Analytics

Banking operations ¹	2019	2020
Revenue (US\$ million)	169	22
Number of FTEs	4,514	4,98
Number of clients	60	72

1 12 months ending September 30 of any particular year, i.e., from October YYYY-1

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Mortgage Operations – Service Provider Compendium 2022

Provider | mortgage operations profile (page 2 of 5)

Capabilities and key clients

Mortgage operations FTE mix by segment
 Number of FTEs: 100% = 6,081

- Securitization (1%)
- Origination (27%)
- Servicing (72%)

Key mortgage operations engagements

Client name	LoB (orig)
A leading private mortgage company in US	Origination
A US-based mortgage originator	Origination
A US-based special mortgage servicer	Servicing
One of the largest mortgage service provider in Netherlands	Servicing
One of the leading US based mortgage provider	Servicing
One of the leading US regional bank	Servicing
One of the leading national mortgage lender and servicer	Servicing

1 Buyer size is defined as large (>US\$10 billion in revenue), medium (US\$5-10 billion)

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Mortgage Operations – Service Provider Compendium 2022

Provider | mortgage operations profile (page 3 of 5)

Technology solutions/tools

Application	LoB	Year launched	Desc
Solution 1	Origination	2021	It is a
Solution 2	Origination and servicing	2021	It help inform fetchi
Solution 3	Origination	2021	It help data li of rec
Solution 4	Origination	2021	It prov docu
Solution 5	Origination	2021	It can cl that re
Solution 6	Servicing	2021	It help and pi • Esc • Shc • Ref
Solution 7	Origination	2021	Soluti • Giv • Det noti • Per & p
Solution 8	Origination	2021	It can param forces transf

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Mortgage Operations – Service Provider Compendium 2022

Provider | mortgage operations profile (page 4 of 5)

Risk management & regulatory reporting

Risk management support	Details
Operations risk	XXX handles the first line of defense across all engagements that help pre-empt checks, input/output source, and effort an
Regulatory risk	<ul style="list-style-type: none"> Tolerance Cure Testing TRID: verify th QAOC process: verify the tax and insur of the specific disclosure requirement c counseling, and AZ withdrawal notice
Market risk	Review loan documentation for fees, disc

Regulatory reporting support	List of regulations
US regulations	CFPB, RESPA, and ECOA TRID regulation
EU & UK regulations	Mortgage regulations in Europe
Asia Pacific regulations	NCCP and APRA

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Provider | mortgage operations profile (page 5 of 5)

Key delivery locations

Note: Other locations in India include Indore and Nagpur.

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Research calendar

Banking and Financial Services Business Process

Published Planned Current release

Reports title	Release date
Mortgage of the Future	January 2020
Everest Group – Corporate Actions Demystified	January 2021
Closing the Gap for FinTech and BigTech Operations Non-banks' Sourcing Opportunity	March 2021
Everest Group - Financial Crime and Compliance (FCC) Operations – Services PEAK Matrix® Assessment 2021	March 2021
Financial Crime and Compliance (FCC) Operations Services – Service Provider Compendium 2021	June 2021
Capital Market Operations PEAK Matrix® Assessment 2021	July 2021
Banking Operations PEAK Matrix® Assessment 2021	October 2021
Analytics Casebook – A Hitchhiker's Guide to BFS analytics	October 2021
Evolution of Modern Collections Operations	September 2021
Mortgage State of The Market Report 2021	November 2021
Ameliorating Customer Experience in BFS	December 2021
Mortgage Operations PEAK Matrix® Assessment 2022	February 2022
Banking Operations Compendium 2022	February 2022
Mortgage Operations – Service Provide Compendium 2022	April 2022
Financial Crime and Compliance (FCC) Operations Services PEAK Matrix® Assessment 2022	Q2 2022

Note: [Click](#) to see a list of all of our published Banking and Financial Services Business Process reports



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