

Financial Crime and Compliance (FCC) Operations Provider Compendium 2023

October 2022: Complimentary Abstract / Table of Contents



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

04Fact-based research **Robust definitions** Diverse set of **Primary sources** and frameworks of information market touchpoints Data-driven analysis Function specific Annual contractual Ongoing interactions with expert pyramid, Total Value and operational RFIs, perspectives, across key Equation (TVE), provider briefings and stakeholders, input from trend-analysis across PEAK Matrix®, and buyer interviews, weba mix of perspectives market adoption. market maturity based surveys and interests, supports contracting, and both data analysis and providers thought leadership

Proprietary contractual database of over 350+ contracts (updated annually)

Year-round tracking of 25+ providers

Large repository of existing research in FCC

Over 30 years of experience advising clients on strategic IT, business services, engineering services, and sourcing Executive-level relationships with buyers, providers, technology providers, and industry associations



Background of the research

Financial Crime and Compliance (FCC) operations have been growing at a fast pace, as most Financial Institutions (FIs) are struggling to meet cost restrictions while trying to address regulatory challenges and the threat of financial crime associated with heavy penalties and a loss of reputation. The evolving regulations in the financial sector call for a dynamic regulatory compliance check, which is difficult for these institutions to manage globally. Enterprises are looking for support to meet the regulatory challenges as well as fight financial crime while managing costs. With the pandemic hitting the industry hard and with the looming threat of recession, agent availability has been severely impacted creating a golden window of opportunity for financial crime perpetrators. This further increased the demand for services and technology in FCC.

The growing requirement for FCC support and digital has opened opportunities for service providers to further augment their capabilities and add offerings for advisory, platform-led services, and advanced digital solutions. The demand to increase efficiency and productivity by reducing false positives and manual intervention remain of prime importance to buyers.

In this research, we present an assessment of 27 FCC operations service providers featured on the **FCC Operations – Services PEAK Matrix**[®]. The assessment is based on Everest Group's annual RFI process for the calendar year 2021, interactions with leading FCC operations services providers, client reference checks, and an ongoing analysis of the FCC operations market.

This report includes the profiles of the following 27 leading FCC operations service providers featured on the FCC operations – services PEAK Matrix:

- Leaders: Accenture, Genpact, Infosys, PwC, TCS, and Wipro
- Major Contenders: Atos Syntel, Cognizant, Deloitte, Exela Technologies, Exiger, EXL, EY, Guidehouse, HCL Technologies, IBM-Promontory, KPMG, Mphasis, NTT DATA, Sutherland Global Services, TaskUs, Teleperformance, and WNS
- Aspirants: Capgemini, DXC Technology, Tech Mahindra, and TMF Group

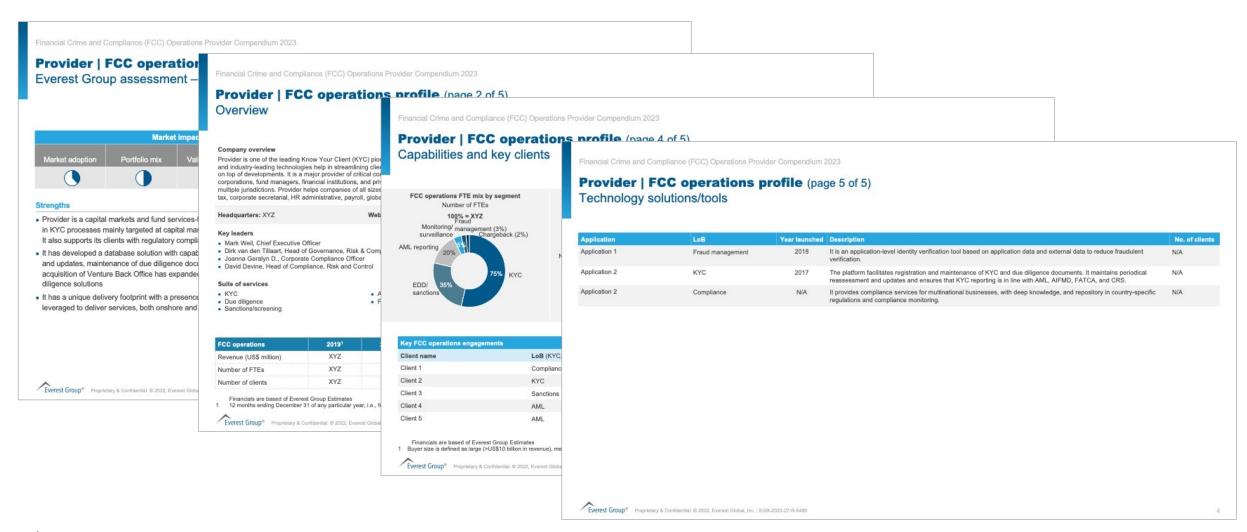
Scope of this report







Financial Crime and Compliance (FCC) Operations Provider Compendium 2022 report has 27 service provider profiles



Research calendar

Banking and Financial Services Business Process

•	Published Planned	Current release
Reports title		Release date
Financial Crime and Compliance (FCC) Operations Services – Service Provider Compendium 2021		Q2 2021
Capital Markets Operations – Service Provider Compendium 2021		Q3 2021
Banking Operations – Services PEAK Matrix® Assessment 2022		Q4 2021
Mortgage Operations PEAK Matrix® Assessment 2022		Q1 2022
Banking Operations – Service Provider Compendium 2022		Q1 2022
Mortgage Operations – Service Provider Compendium 2022		Q2 2022
BPS Top 50 – 2022		Q2 2022
Financial Crime and Compliance (FCC) Operations – Services PEAK Matrix® Assessment 2022		Q3 2022
Financial Crime and Compliance (FCC) Operations Provider Compendium 2023		October 2022
Specialized Needs of Emerging Geographies in Banking, Mortgage, and Risk and Compliance		Q3 2022
ESG in Financial Services		Q3 2022
A New Hope Arises: Navigating the Risk and Regulatory Tightrope		Q4 2022
Will That Be Check or Card? A Digital Payments State of the Market		Q4 2022
Banking Operations – PEAK Matrix® Assessment 2023		Q1 2023
Regulators Strike Back: Role of Upcoming Regulations and Risk Framework Changes		Q2 2023

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