

IT Outsourcing Landscape and Evolving Priorities in Banking, Financial Services, and Insurance

March 2023: Complimentary Abstract / Table of Contents



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Introduction

Several of the standard operating principles and benchmarks (or rules of thumb) designed over the last two decades and used by sourcing leaders are not effective in this environment. The scale and complexity of the underlying challenges, a combination of high inflation, high-interest rate, labor market shortages, rate of technology adoption, and geopolitical issues are challenging the base assumptions of these operating models and benchmarks. This is forcing sourcing teams to rethink their strategy across the facets of work placement, pricing, portfolio design, locations, and supplier selection and governance.

This elongated period of uncertainty coupled with the economic slowdown sentiment is forcing the sourcing team to redesign their sourcing decision framework and rethink the outsourcing priorities to achieve maximum value, minimize risks from their sourcing activities, and build a resilient and sustainable sourcing playbook.

The growth in BFSI IT services outsourcing spend has a positive outlook as BFSI enterprises look to achieve the cost-takeout and efficiency mandates.

In this report, we will look at the evolving IT outsourcing landscape and the decision criteria that BFSI enterprises are increasingly focusing on while selecting their outsourcing partners and signing contracts. We will also highlight their evolving preferences regarding the scale of outsourcing for different IT service towers, contract duration, the trends in engagement and pricing models, and provider and location diversification strategies.

This research provides comprehensive coverage of the BFSI outsourcing market and analyzes it across various dimensions such as:

- Evolution of BFSI sourcing decision considerations
- Impact of supplier investments, labor market challenges, and external environment on BFSI sourcing strategy, especially around portfolio design
- BFSI IT services market size and growth drivers
- IT outsourcing supplier landscape

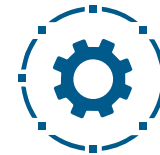
Scope of this report



Geography
Global

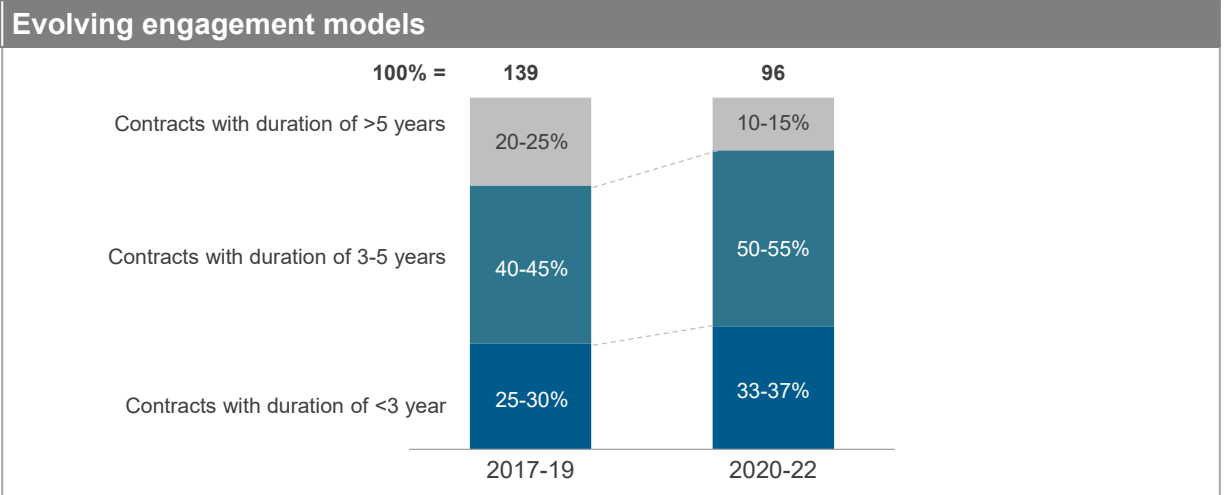
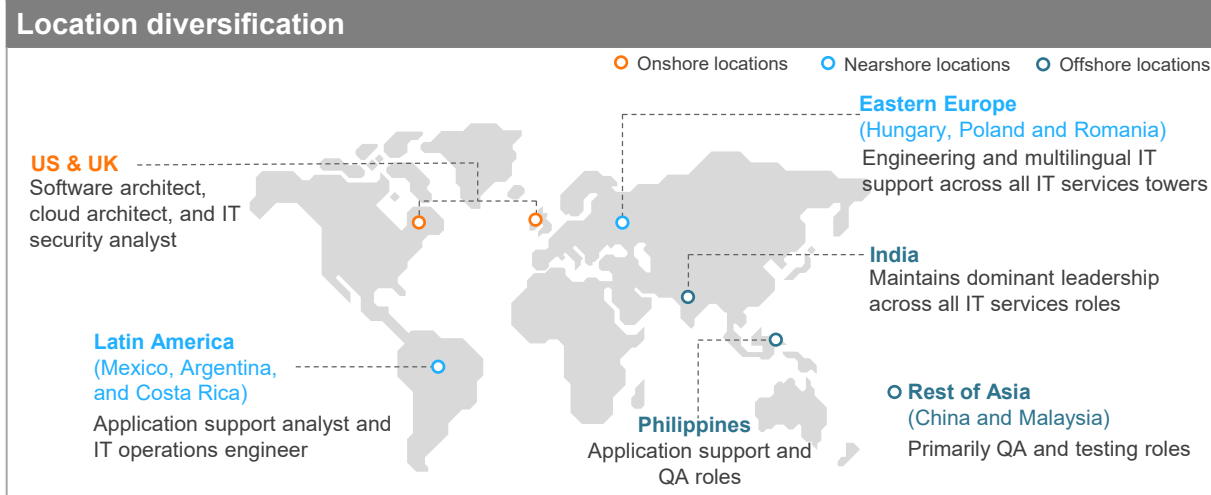
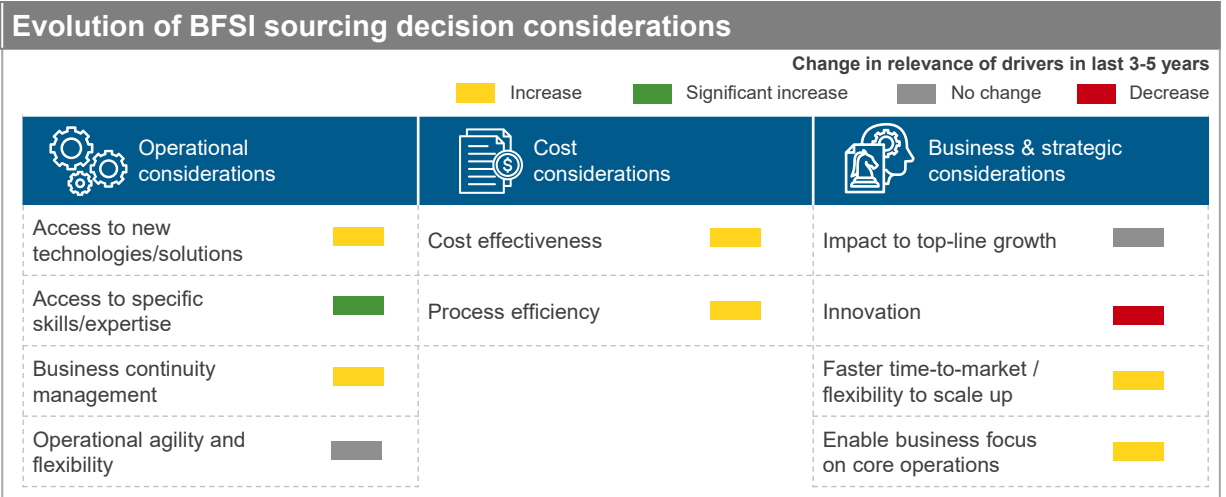
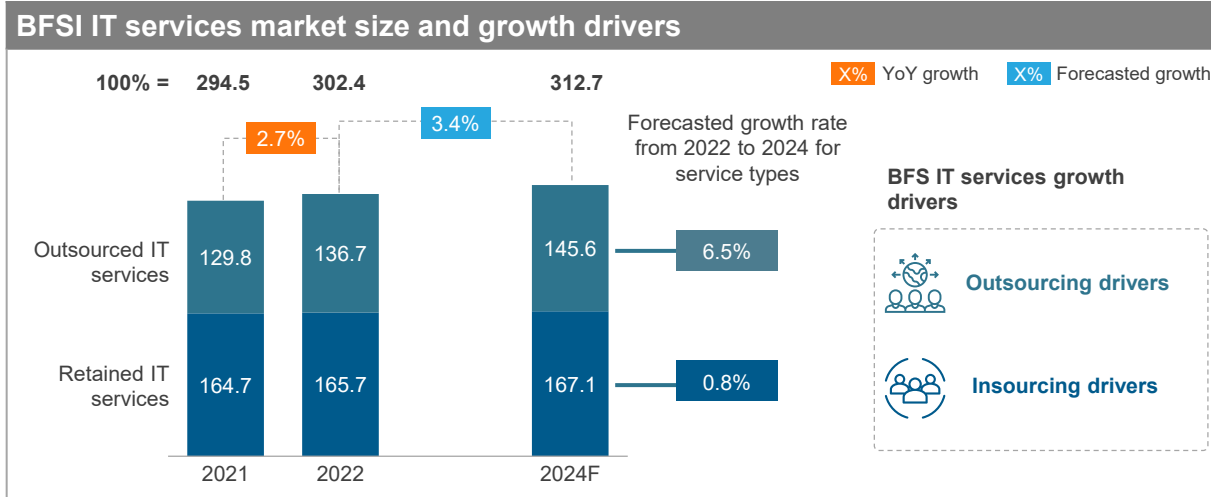


Industry
Banking, financial services,
and insurance



Services
All IT services

This study provides a deep dive into BFSI industry's evolving sourcing priorities to effectively manage the implications of labor market challenges and economic uncertainties; below are four charts to illustrate the depth of the report



Research calendar

Banking and Financial Services Information Technology

Published Planned Current release

Report title	Release date
Risk & Compliance in BFS IT Services – Provider Compendium 2023	January 2023
Open Finance IT Services – Provider Compendium 2023	February 2023
IT Outsourcing Landscape and Evolving Priorities in Banking, Financial Services, and Insurance	March 2023
Decoding Data and Analytics Opportunities in Financial Services	Q1 2023
FinTech-Led Innovation in BFS – Financial Crimes & Compliance (FCC)	Q1 2023
Asset and Wealth Management IT Services PEAK Matrix® Assessment 2023	Q2 2023
Payments IT Services PEAK Matrix® Assessment 2023	Q2 2023
DXP in Wealth Management Products PEAK Matrix® Assessment 2023	Q2 2023
Payments IT Services – Service Provider Compendium 2023	Q2 2023
FinTech Trailblazers: Top Start-Ups Creating Buzz in Risk and Compliance, Experience, and Payments	Q2 2023
Asset and Wealth Management IT Services – Service Provider Compendium 2023	Q2 2023
Payments IT Services – Service Provider Compendium 2023	Q2 2023
DXP in Wealth Management – Technology Provider Compendium 2023	Q3 2023
Wealth Management – State of the Market Report	Q3 2023
Lending IT Services PEAK Matrix® Assessment 2023	Q3 2023

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Research calendar

Insurance Information Technology

Published
 Planned
 Current release

Report title	Release date
Guidewire Services – Provider Compendium 2023	January 2023
Digital Claims in the Property and Casualty (P&C) Insurance Industry – Provider Compendium	January 2023
Application and Digital Services (ADS) in Life and Annuity (L&A) Insurance – Service Provider Compendium	January 2023
Insurance Solutions Specialists Trailblazers 2023	February 2023
IT Outsourcing Landscape and Evolving Priorities in Banking, Financial Services, and Insurance	March 2023
Group Life Policy Administration Systems Products PEAK Matrix® Assessment 2023 – North America	Q2 2023
Group Life Policy Administration System (PAS) Products Provider Compendium – 2023 North America	Q2 2023
Insurance IT Services Specialists – 2023	Q2 2023
Life & Annuity (L&A) Insurance State of the Market 2023	Q2 2023
Property & Casualty (P&C) Insurance State of the Market 2023	Q3 2023
Cloud Services in Insurance PEAK Matrix® Assessment 2023	Q3 2023
Cloud Services in Insurance – Provider Compendium 2023	Q3 2023
Low-code Technology Providers in Insurance – Products PEAK Matrix® Assessment 2023	Q3 2023
Low-code Technology Providers in Insurance – Product Provider Compendium 2023	Q3 2023
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