



# Lending Services Operations PEAK Matrix<sup>®</sup> Assessment 2024

September 2024: Complimentary Abstract / Table of Contents



Banking and Financial Services Business Process



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# Introduction

The lending operations market has experienced significant turmoil in recent years due to high interest rates and other macroeconomic factors, leading to reduced consumer activity. As a result, service providers are continuously innovating to meet local requirements and maintain a competitive edge. High-growth lines of business, such as mortgage, retail, and auto lending, have emerged as focal points.

Consumer demand is shifting toward younger, digitally savvy borrowers who prioritize experience and convenience over cost. To serve this evolving demographic, service providers are differentiating themselves by leveraging their partnership ecosystems and recent acquisitions to enhance their capabilities and accelerate time-to-market for new offerings. Investments in digital lending solutions and tools are helping to streamline the end-to-end lending life cycle and significantly improve the overall customer experience.

Geographically, North America continues to dominate the lending market with a substantial share of new deals and investments. However, emerging markets in Asia Pacific,

the UK, and Continental Europe are rapidly gaining traction as lenders seek to tap into growing opportunities in these regions.

The market is also seeing increased interest from non-traditional providers, such as technology firms and real estate companies, further diversifying the competitive landscape.

**This report includes the profiles of the following 30 leading lending services providers featured on the lending services operation PEAK Matrix®:**

- **Leaders:** Accenture, Cognizant, Firstsource, HCLTech, Infosys, Sutherland, TCS, Wipro, and WNS
- **Major Contenders:** Coforge, Computershare Loan Services, Conduent, Datamatics, DXC Technology, EXL, Genpact, Indecomm, MOZAIQ, Mphasis, Newrez Servicing, Tech Mahindra, Teleperformance, Unisys, Visionet, and Writer Business Services
- **Aspirants:** Capgemini, Equiniti, Evalueserve, Exela Technologies, and PrivoCorp

## Scope of this report

**Geography:** Global

**Industry:** Accenture, Capgemini, Coforge, Cognizant, Computershare Loan Services, Conduent, Datamatics, DXC Technology, Equiniti, Evalueserve, Exela Technologies, EXL, Firstsource, Genpact, HCLTech, Indecomm, Infosys, MOZAIQ, Mphasis, Newrez Servicing, PrivoCorp, Sutherland, TCS, Tech Mahindra, Teleperformance, Unisys, Visionet, Wipro, WNS, and Writer Business Services

**Services:** Lending services



## Overview and abbreviated summary of key messages

This report examines the global lending services operations and its service provider landscape. It provides detailed analysis of capabilities and market performance of service providers and their relative positions on the Everest Group PEAK Matrix. It will assist key stakeholders (banks, lenders, financial institutions, service providers, and technology providers) understand the current state of the lending operations services landscape.

### Some of the findings in this report, among others, are:

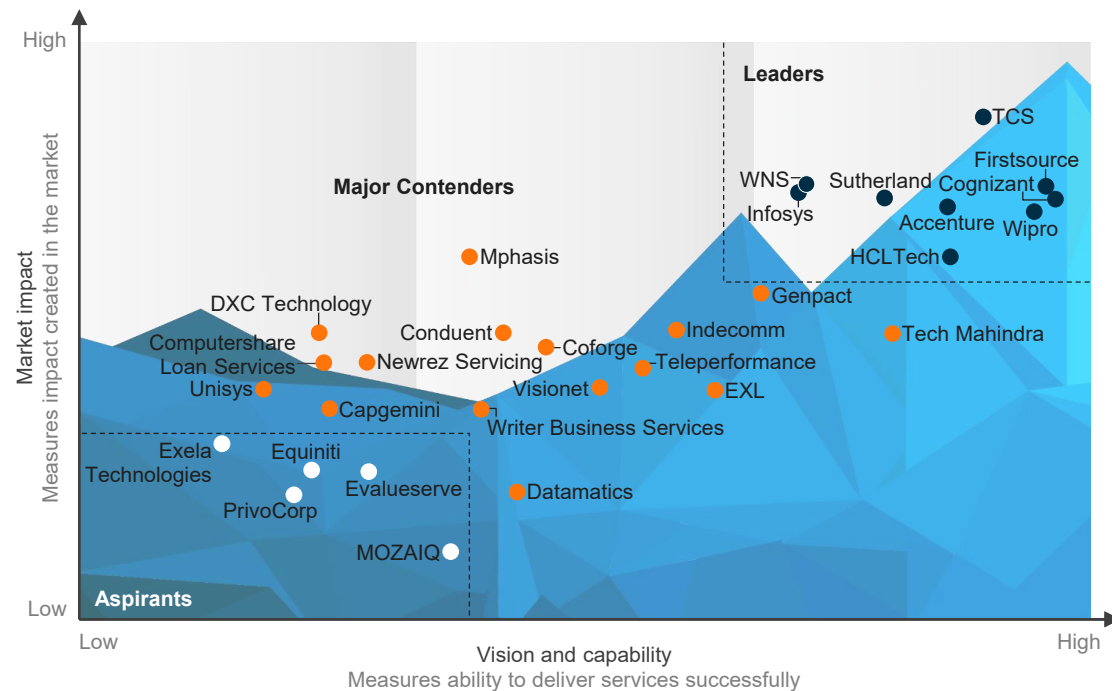
- Everest Group classified 30 lending services service providers on the Everest Group PEAK Matrix® into the three categories of Leaders, Major Contenders, and Aspirants. The PEAK Matrix® is a framework to assess the overall vision and capability as well as the market impact of service providers
- The Lending Services Operations Everest Group PEAK Matrix® 2024 positioning is as follows
  - **Leaders:** Accenture, Cognizant, Firstsource, HCLTech, Infosys, Sutherland, TCS, Wipro, and WNS
  - **Major Contenders:** Coforge, Conduent, Computershare loan services, Datamatics, DXC Technology, EXL, Genpact, Indecomm, MOZAIQ, Mphasis, Newrez Servicing, Tech Mahindra, Teleperformance, Unisys, Visionet, and Writer Business Services
  - **Aspirants:** Capgemini, Equiniti, Evalueserve, Exela Technologies, and PrivoCorp

# This study offers three distinct chapters providing a deep dive into key aspects of lending services operations market; below are three charts to illustrate the depth of the report

## Everest Group PEAK Matrix® Assessment 2024

### Everest Group Lending Services Operations PEAK Matrix® Assessment 2024<sup>1</sup>

● Leaders ● Major Contenders ○ Aspirants



<sup>1</sup> Assessments for Accenture, Capgemini, Conduent, Computershare Loan Services, DXC Technology, Equiniti, Exela Technologies, EXL, Genpact, Newrez Servicing, Tech Mahindra, and Unisys excludes provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group's interactions with insurance buyers. Teleperformance has partially participated in this PEAK Matrix  
Source: Everest Group (2024)

## Capability assessment

Illustrative example

Measure of capability: ○ Low ● High

Providers	Market impact				Vision and capability				
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
Provider 1	○	○	○	○	○	○	○	○	○
Provider 2	○	○	○	○	○	○	○	○	○
Provider 3	○	○	○	○	○	○	○	○	○
Provider 4	○	○	○	○	○	○	○	○	○
Provider 5	○	○	○	○	○	○	○	○	○
Provider 6	○	○	○	○	○	○	○	○	○

## Everest Group's remarks on providers

Illustrative example

Measure of capability: ○ Low ● High

	Market impact				Vision and capability				
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
	○	○	○	○	○	○	○	○	○

### Strengths

- Provider 1, remains a leading service provider in the UK and Europe, actively involved in transformational engagement within the Lloyds of London market, working with brokers and MGAs to offer commercial and specialty products
- It has well-diversified portfolio of clients consisting of agents, brokers, and MGAs. From a product liner standpoint, it has developed range of capabilities and caters to multiple product lines

### Limitations

- Provider 1 footprint in the North American market is in its early stages, where new wins in the intermediary segment have not been substantial enough to significantly expand its portfolio in the region
- From a partnership standpoint, there is scope to collaborate with technology- and domain-specific partners to bring more innovative solutions to the intermediary segment and differentiate itself in the market

# Research calendar

## Banking and Financial Services Business Process

	Published	Current release	Planned
Reports title	Release date		
Steering Through Uncertainty: The Impact of Recent Bank Failures on Banking Enterprises and Business Process Services (BPS) Providers			July 2022
Banking Operations – Services PEAK Matrix® Assessment 2023			August 2022
Banking Operations State of the Market 2023			September 2022
Modernizing Core Operational Processes – Capital Markets State of the Market 2023			October 2022
Banking Operations Services – Provider Compendium 2023			December 2022
Financial Crime and Compliance (FCC) Operations Services – Provider Compendium 2024			April 2024
Financial Crime and Compliance (FCC) State of the Market 2024			June 2024
Future-Ready Payments: Enterprise Priorities in a Disruptive Landscape			June 2024
BPS Top 50-2024			July 2024
<a href="#">Lending Services Operations PEAK Matrix® Assessment 2024</a>			September 2024
Gen AI Advances: Modernization, Resilient Operations, and Value Enhancement			Q3 2024
After the Mortgage Downturn – Lending Services State of the Market 2024			Q3 2024
Digital Integrated BFS Operations PEAK Matrix® Assessment 2024			Q3 2024
Lending Services Operations – Service Provider Compendium 2024			Q3 2024
The Future of AWM – A Compelling Use of Innovation in a Converging Digital and Physical World			Q3 2024
Cards and Payments Trailblazers – How New Players are Disrupting Provider Landscape			Q4 2024

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