



**Financial Services BPO (FS BPO)
Report: March 2011 – Preview Deck**

Topic: FS BPO Service Provider Profile Compendium

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BPO in financial services span across the BFSI-specific and horizontal business processes

BPO segments in BFSI

BFSI-specific /vertical business processes

Banking	Capital markets	Insurance
<ul style="list-style-type: none">■ Retail banking■ Commercial banking■ Consumer lending■ Commercial lending■ Credit cards■ Mortgages	<ul style="list-style-type: none">■ Asset management■ Investment banking■ Custody■ Brokerage■ Fund administration	<ul style="list-style-type: none">■ Life & pensions■ Property & casualty■ Health insurance (payers)

Contact center/voice-related BPO and analytics/KPO is often outsourced along with FS-specific business processes

Finance & accounting (accounts payable, accounts receivable, general ledger, fixed assets, tax, reporting & analytics, etc.)

Procurement (spend analytics, strategic sourcing, category management, vendor management, day-to-day purchasing, etc.)

Human resources (payroll, benefits, recruitment, compensation, training & development, global mobility, etc.)

Others (facilities management, legal processes, etc.)

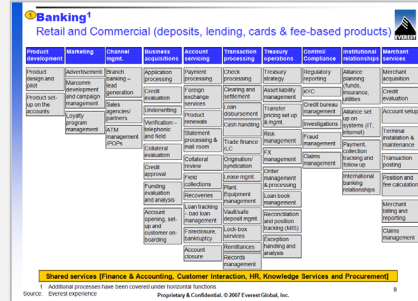
Horizontal business processes

Everest leverages detailed value chains to understand dynamics within each BFSI industry segment

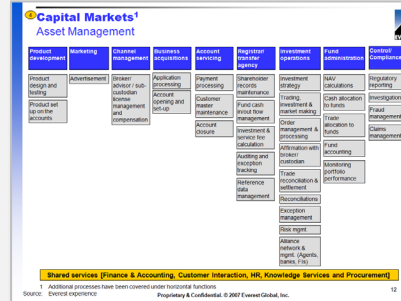


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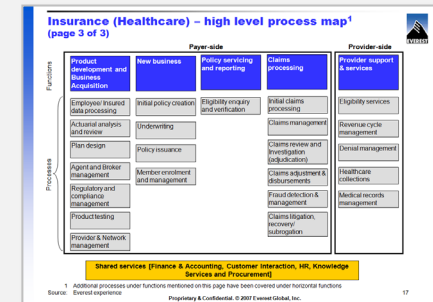
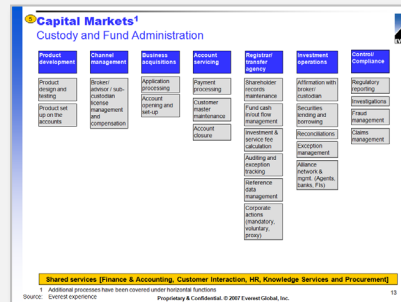
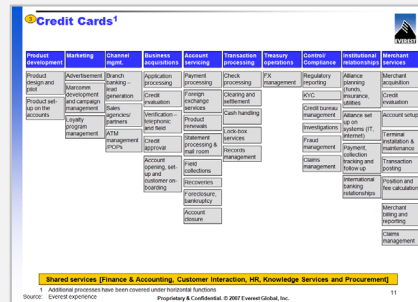
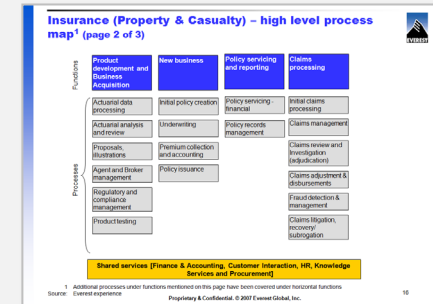
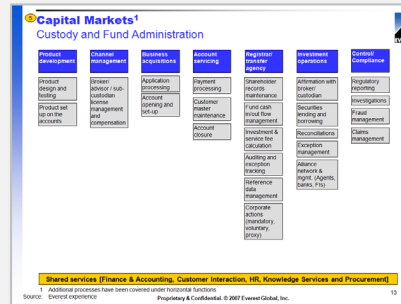
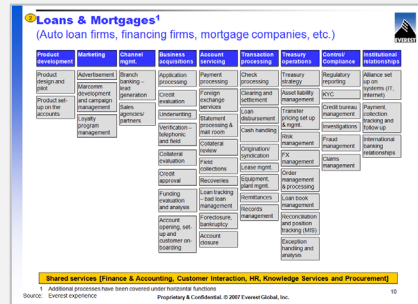
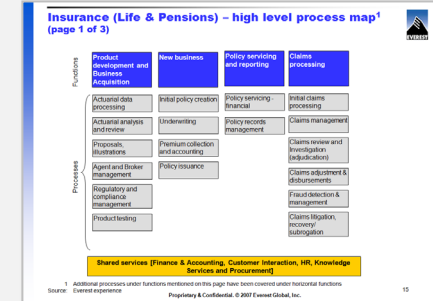
Banking



Capital markets



Insurance



Company overview: xxx

Key FS BPO leaders

- xxx
- Xxx

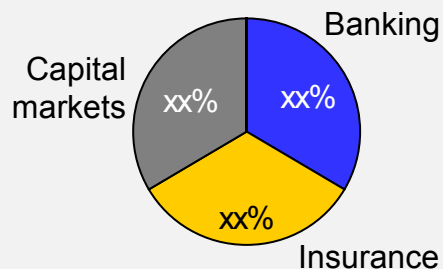
Financial overview

	2008	2009	2010
Revenue (US\$ million)	xx	xx	xx
Number of FTEs	xx	xx	xx
Number of clients	xx	xx	xx

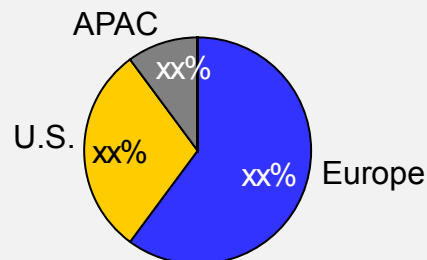
Key FS developments (investment/acquisition)

- 2010: xxx
- 2009: xxx

FS BPO revenue mix by segment



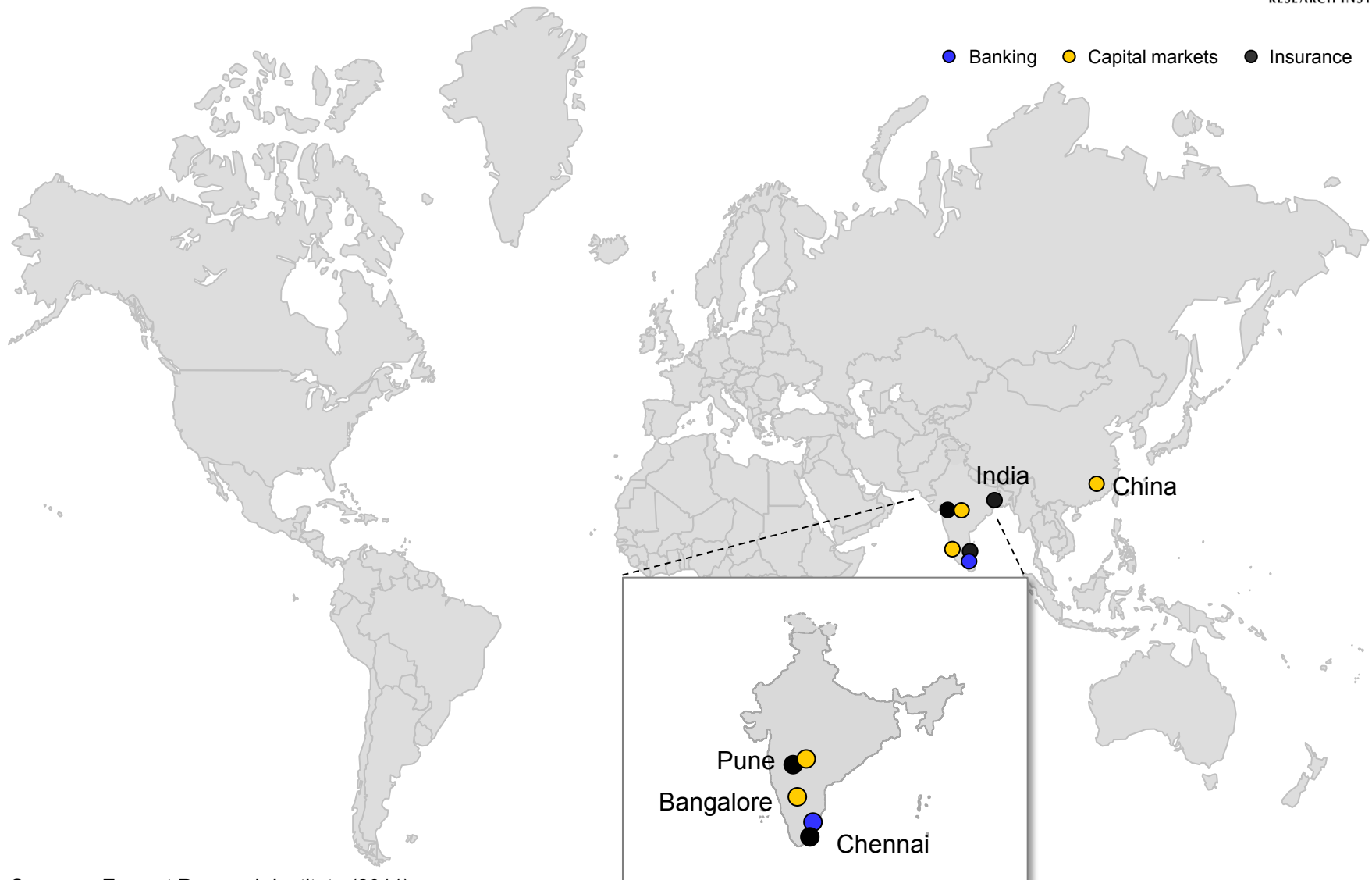
FS BPO revenue mix by geography



FS technology landscape

- Banking: xxx
- Capital markets: xxx
- Insurance: xxx

Financial services BPO location landscape



Source: Everest Research Institute (2011)

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Banking BPO overview

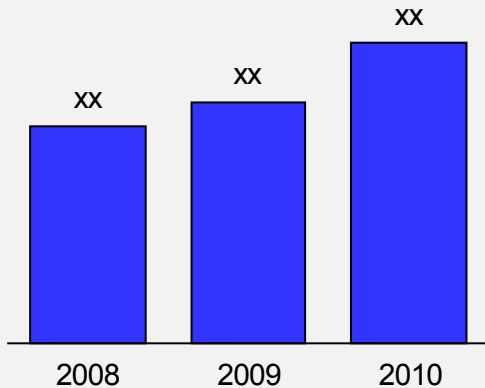
Major banking BPO clients: xxx

Banking BPO engagements

Contract date	Client	Contract details (tenure, size, scope, etc.)
March 20xx	xx	X years; Size: xxx; Scope: xxx; Delivery locations: xx

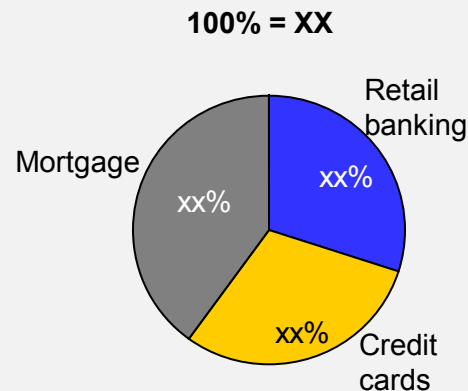
Banking BPO scale of operations

Number of FTEs



Banking BPO scale by sub-segment

Number of FTEs



Banking BPO service suite

- Xxx
- Xxx
- Xxx

Source: Everest Research Institute (2011)

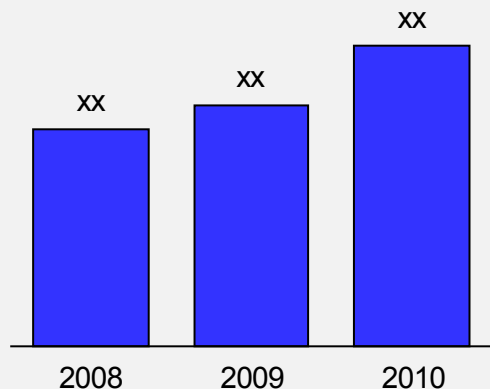
Major capital markets BPO clients: xxx

Capital markets BPO engagements

Contract date	Client	Contract details (tenure, size, scope, etc.)
March 20xx	xx	X years; Size: xxx; Scope: xxx; Delivery locations: xx

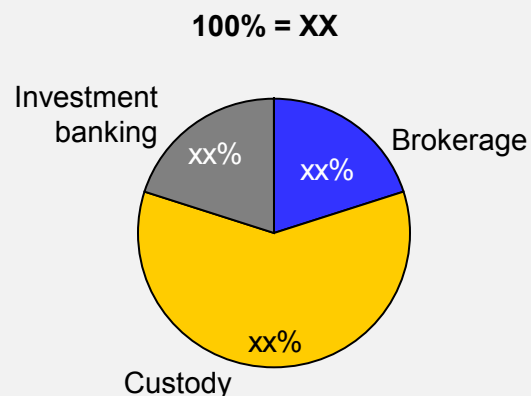
Capital markets BPO scale of operations

Number of FTEs



Capital markets BPO scale by sub-segment

Number of FTEs



Capital markets BPO service suite

- Xxx
- Xxx
- Xxx

ABC (page 5 of 5)

Insurance BPO overview

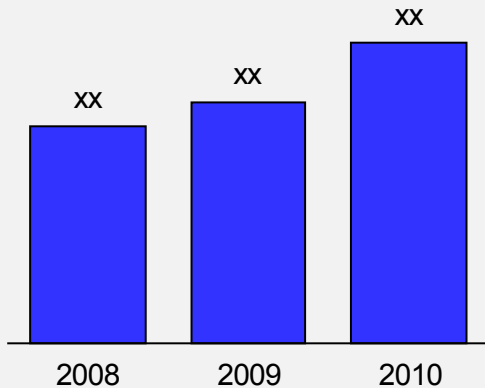
Major insurance BPO clients: XXX

Insurance BPO engagements

Contract date	Client	Contract details (tenure, size, scope, etc.)
March 20xx	xx	X years; Size: xxx; Scope: xxx; Delivery locations: xx

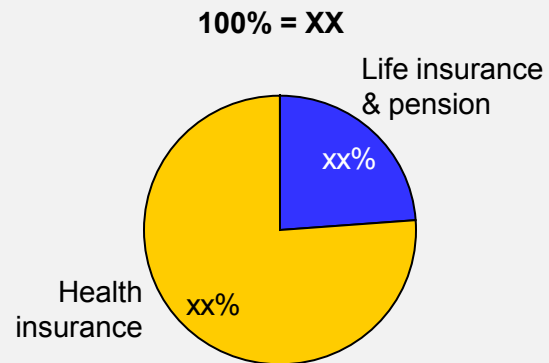
Insurance BPO scale of operations

Number of FTEs



Insurance BPO scale by sub-segment

Number of FTEs



Insurance BPO service suite

- Xxx
- Xxx
- Xxx

Source: Everest Research Institute (2011)

Appendix: Major forthcoming research reports in FS BPO

TENTATIVE

Title	Planned release	Goals of the research
1. Global sourcing in FS BPO	Q1 2011	<ul style="list-style-type: none"> ■ Coverage across retail banking, capital markets, and insurance ■ Offshore leverage through shared services and third-party outsourcing by financial services organizations ■ Potential offshorability and current offshore adoption of value chain elements for each business segment ■ Mature and emerging delivery locations and associated value proposition
2. Realizing value from captive acquisitions in FS BPO	Q2 2011	<ul style="list-style-type: none"> ■ Coverage across retail banking, capital markets, and insurance ■ Detailed profiles of major FS captive acquisitions like TCS-CGSL, Cognizant-UBS, and WNS-Aviva ■ Understand impact of acquisitions on the market positioning of acquirer (third-party service providers) ■ Understand the value of acquisition for the parent company of the acquired company
3. Global third-party BPO service provider landscape in Capital Markets	Q3 2011	<ul style="list-style-type: none"> ■ Coverage across investment banking, asset management, and custody and fund administration ■ Service provider segments and assessment of scale and scope of offerings ■ Role of global sourcing and technology ■ Individual service provider profiles

Note: This does not include multiple reports and breaking viewpoints that we publish over the course of the year

Appendix: Additional FS BPO research recommendations

The following documents are recommended for additional insight on the topic covered in this Research Report. The recommended documents either provide additional details on the topic or complementary content which may be of interest.

1. **Banking, Financial Services, and Insurance (BFSI): Trends for Q4 2010** (ERI-2011-8-R-0503); 2011. This report provides deep-dive into transaction activity, captive developments, supplier market share, and key outsourcing transactions specific to a particular industry
2. **Global Lending BPO Across Credit Cards, Consumer Loans, and Commercial Loans** (ERI-2011-10-R-0494); 2011. This report covers the global lending BPO across credit cards, consumer lending (including mortgages), and commercial lending
3. **The Growing Maturity of Offshore Research and Analytics in Financial Services** (ERI-2010-5-R-0445); 2010. This report analyzes the evolution and maturity of the largest segment in the knowledge services market – research and analytics for financial services
4. **Global Sourcing in Banking, Capital Markets and Insurance** (ERI-2008-2-R-0267); 2008. This research examines the fundamentals of offshoring by financial institutions and provides adoption trends, market maturity and future opportunities in each of the three key financial services segments

For more information on this and other research published by the Everest Research Institute, please contact us:

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