



Capital Markets Operations – Service Provider Profile Compendium 2020

Banking and Financial Services (BFS) – Business Process Services (BPS)
Market Report – March 2020: Complimentary Abstract / Table of Contents

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Custom research capabilities

- Benchmarking | Pricing, delivery model, skill portfolio
- Peer analysis | Scope, sourcing models, locations
- Locations | Cost, skills, sustainability, portfolio – plus a tracking tool
- Tracking services | Service providers, locations, risk
- Other | Market intelligence, service provider capabilities, technologies, contract assessment

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Background and methodology of the research

Background of the research

The landscape for capital markets operations is becoming increasingly competitive as service providers continue to evolve their capabilities, expand their footprint, and gain market share. The digital elements such as Artificial Intelligence (AI), advanced analytics, Machine Learning (ML), and cognitive incorporated in the technology offerings, are playing a major role in shaping the current landscape of the capital markets operations.

The service providers, with presence across different LoBs, have started focusing on providing more end-to-end solutions for their clients and are working more like partners than service providers. Several partnerships, alliances, and acquisitions have been observed in the market with service providers trying to augment their capabilities. Buyers are increasingly looking to partner with their service providers in solving business challenges, gaining process efficiencies, and going on the journey to transform operations rather than only a means to reduce costs and provide manpower.

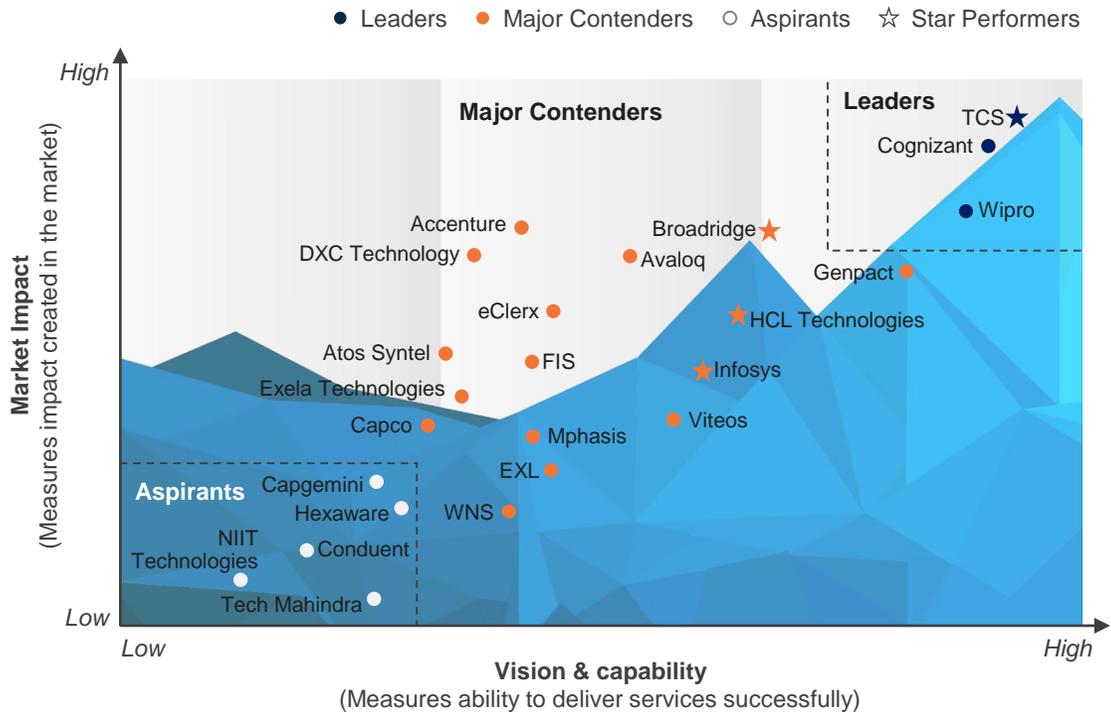
Scope and methodology

In this research, we analyze the global capital markets operations service provider landscape. We focus on:

- Relative positioning of 24 service providers on the Everest Group's PEAK Matrix® for capital markets operations
- Service provider capability assessment across key dimensions
- Service provider comments

This study offers four distinct chapters providing a deep dive into key aspects of capital markets operations market; below are the charts to illustrate the depth of the report

Capital Markets Operations – Services PEAK Matrix® Assessment 2020



1 Assessment for Atos Syntel, Capco, Capgemini, Conduent, eClerx, Exela Technologies, EXL, FIS, Genpact, NIIT Technologies, Tech Mahindra, Viteos, and WNS excludes service provider inputs on this particular study, and is based on Everest Group's estimates that leverage Everest Group's proprietary Transaction Intelligence (TI) database, ongoing coverage, service provider public disclosures, and interaction with buyers

Capability assessment

Measure of capability: ● High ○ Low

Service provider	Market impact				Vision & capability				
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
Service provider 1	●	○	●	●	●	○	●	●	○
Service provider 2	○	○	○	○	○	○	○	○	○
Service provider 3	○	●	○	●	○	○	○	○	○
Service provider 4	○	○	○	○	●	○	○	○	○
Service provider 5	○	○	○	○	○	○	○	○	○
Service provider 6	○	○	○	○	○	○	○	○	○
Service provider 7	○	○	○	○	○	○	●	○	○
Service provider 8	○	○	○	○	○	○	○	○	○
Service provider 9	○	○	○	○	○	○	○	○	○

Everest Group's remarks on service providers

Measure of capability: ● High ○ Low

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

Strengths

- It has developed a strong foothold across the large, mid-sized, and small buyers as well as the largest buyer geographies – North America and Europe
- It is a specialist in the asset management space and has carved a niche for itself in the reconciliation space with multiple engagements and recognitions in these segments

Areas of improvement

- It has a huge concentration risk in its portfolio, both in terms of buyer geography and operating segment. It derives almost all its revenue in the capital markets segment from a single LoB in one buyer geography
- It should try to expand into larger multi-country deals and also scout for engagements in other Asia Pacific markets to strengthen its presence in the region

Research calendar – Banking and Financial Services (BFS)

Published
 Planned
 Current release

Flagship BFS BPS reports	Release date
Financial Crime and Compliance (FCC) Operations Services PEAK Matrix™ Assessment and Service Provider Landscape 2020.....	October 2019
Financial Crime and Compliance (FCC) Operations – Service Provider Profile Compendium 2020.....	November 2019
Capital Markets Operations – Service Provider Landscape with Services PEAK Matrix™ Assessment 2020.....	December 2019
Capital Market Operations – Service Provider Profile Compendium 2020	March 2020
Wealth Management BPS – Service Provider Landscape with Services PEAK Matrix® Assessment 2020	Q1 2020
Banking BPS – Service Provider Landscape with Services PEAK Matrix® Assessment 2020	Q2 2020
Banking BPS – Service Provider Profile Compendium 2020.....	Q2 2020

Thematic BFS BPS reports	
Buyer Satisfaction In BFS – What Makes the Banks Frown?.....	August 2019
Makings of a Successful Sourcing Relationship – Deal Trends in Banking.....	August 2019
Business-Process-as-a-Service (BPaaS) Adoption Debunked – Current and Future Direction.....	September 2019
Achieve the Most Out of Our Analytics Spend – Analytics Success Stories in BFS.....	Q2 2020

Note: For a list of all of our published BFS BPS reports, please refer to our [website page](#)

Additional BFS BPS research references

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

1. **Capital Markets Operations – Service Provider Landscape with Services PEAK Matrix™ Assessment 2020** ([EGR-2019-27-R-3452](#)); 2019. This report assists key stakeholders (buyers, service providers, and technology providers) in understanding the changing dynamics of the capital markets space and helps them identify the recent trends and future outlook. In this backdrop, the report provides comprehensive coverage of the global capital market space including detailed analysis of the state of the market, market trends and solution characteristics, service provider landscape, and the future outlook
2. **Financial Crime and Compliance (FCC) Operations Services PEAK Matrix™ Assessment and Service Provider Landscape 2020** ([EGR-2019-27-R-3355](#)); 2019. This report assists key stakeholders (buyers, service providers, and technology providers) in understanding the landscape of the FCC operations market and identifying recent trends and the future outlook. The report seeks to accomplish this objective by examining the FCC capabilities of service providers, their ability to handle different processes, and their solutions
3. **Capital Markets BPO – Service Provider Profile Compendium** ([EGR-2017-11-R-2500](#)); 2018. The objective of this compendium is to provide key stakeholders a snapshot of the offerings and capabilities of 16 major capital markets BPO service providers. Specifically, the report allows service providers to compare their areas of strength and those of development with other service providers in the marketplace. It also helps existing and potential buyers of capital markets BPO services to assess the service providers on the capabilities that they desire

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About Everest Group

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