



Capital Markets BPS – Service Provider Landscape with Services PEAK Matrix™ Assessment 2020

Business Process Services – Banking and Financial Services
Market Report – December 2019: 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 BPS 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 BPS.

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.

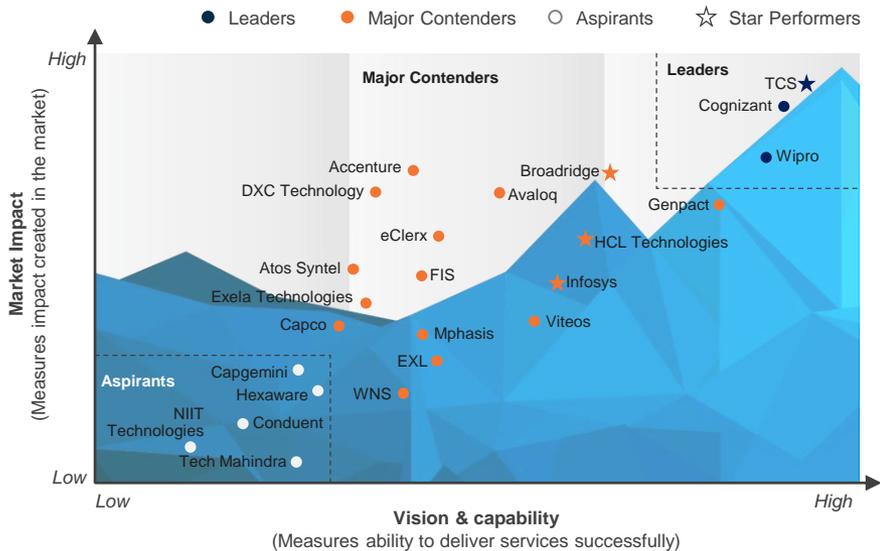
Scope and methodology

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

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

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

Assessment of Capital Markets BPS Service Providers



Note: 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

Illustrative example

Measure of capability: ● High ○ Low

| Service provider | Market impact | | | | Vision & capability | | | | |
|--------------------|-----------------|---------------|-----------------|---------|---------------------------|----------------------------|--------------------|---------------------|---------|
| | Market adoption | Portfolio mix | Value delivered | Overall | Scope of services offered | Innovation and investments | Delivery footprint | Vision and strategy | 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

Illustrative example

Measure of capability: ● High ○ Low

| Market adoption | Market impact | | | Vision & capability | | | | |
|-----------------|---------------|-----------------|---------|---------------------------|----------------------------|--------------------|---------------------|---------|
| | Portfolio mix | Value delivered | Overall | Scope of services offered | Innovation and investments | Delivery footprint | Vision and strategy | 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 – BFS BPO

Published
 Planned
 Current release

Flagship BFS BPO reports

Release date

| | |
|--|----------------------|
| Mortgage BPO – Service Provider Landscape with Services PEAK Matrix™ Assessment 2019 | January 2019 |
| Banking BPO Digital Capability Platform (DCP) – Service Provider Landscape with Solutions PEAK Matrix™ Assessment 2019 | March 2019 |
| Mortgage BPO Annual Report 2019 | May 2019 |
| Mortgage BPS – Service Provider Profile Compendium 2019 | June 2019 |
| Banking BPS – Service Provider Landscape with Services PEAK Matrix™ Assessment 2019 | July 2019 |
| 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 BPS – Service Provider Landscape with Services PEAK Matrix™ Assessment 2020 | December 2019 |
| Banking BPS – Service Provider Landscape with Services PEAK Matrix™ Assessment 2020 | Q1 2020 |
| Wealth Management BPS – Service Provider Landscape with Services PEAK Matrix™ Assessment 2020 | Q1 2020 |

Thematic BFS BPO reports

| | |
|--|----------------|
| Trade Finance of the Future – A Blockchain Story | July 2017 |
| Blockchain: Is it the Silver Bullet? | April 2018 |
| Think Banks Have Gotten the Most Out of Automation – Think Again | February 2019 |
| 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 | Q4 2019 |

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

Additional BFS BPS research references

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

1. **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
2. **Banking BPO Annual Report 2018: Digital Transformation or Digital Washing: Looking Beyond the Hype** ([EGR-2018-27-R-2706](#)); 2018. This report assists key stakeholders (buyers, service providers, and technology providers) in understanding the changing dynamics in the banking BPO market and identifying recent trends and the future outlook. In this backdrop, this report tries to investigate the levers of true digital transformation and identifies the difference between transformation and washing when it comes to digital
3. **Banking BPO Digital Capability Platform (DCP) – Service Provider Landscape with Solutions PEAK Matrix™ Assessment 2019** ([EGR-2018-27-R-3115](#)); 2019. With almost every banking BPO service provider in the market trying to ride on the “digital” wave, it is a difficult proposition to evaluate and assess their digital capabilities against each other. The report seeks to accomplish this objective by examining the next-generation digital capabilities of these service providers, their ability to integrate different technology levers, and their impact on the banking BPO processes

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About Everest Group

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