



Banking BPS – Service Provider Landscape with Services PEAK Matrix® Assessment 2020 SELECT SLIDE

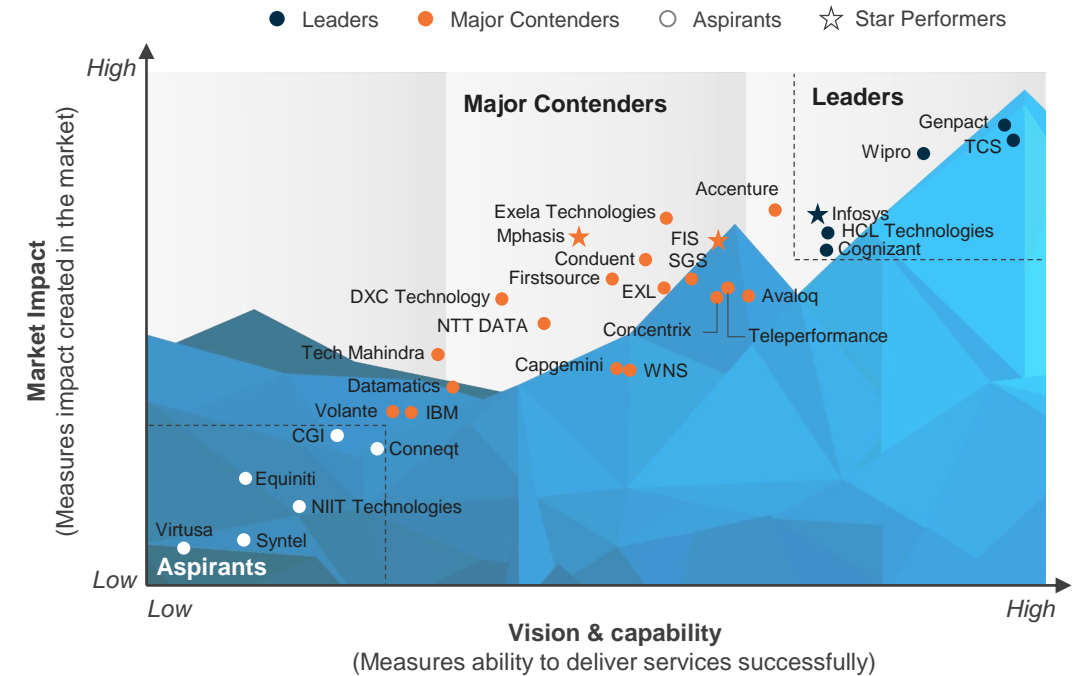
Banking and Financial Services (BFS) - Business Process Services (BPS)
Market Report – July 2020

Executive summary

Everest Group banking BPS PEAK Matrix

- Everest Group classified 31 banking BPS service providers on the Everest Group Services PEAK Matrix into the three categories of Leaders, Major Contenders, and Aspirants
 - Cognizant, Genpact, HCL Technologies, Infosys, TCS, and Wipro are Leaders
 - Major Contenders include Accenture, Avaloq, Capgemini, Concentrix, Conduent, Datamatics, DXC Technology, Exela Technologies, EXL, Firstsource, FIS, IBM, Mphasis, NTT DATA, Teleperformance, Sutherland Global Services, Tech Mahindra, Volante, and WNS
 - Atos Syntel, CGI, Conneqt, Equiniti, NIIT Technologies, and Virtusa are the Aspirants
- FIS, Infosys, and Mphasis are identified as the “Star Performers” on the banking BPS Services PEAK Matrix for 2020, based on their strong performance during the period between 2018-19
- The landscape for banking BPS is becoming increasingly competitive, as service providers continue to evolve their capabilities and gain market share by capitalizing on growing trends such as analytics, Robotic Process Automation (RPA), and other digital levers

Everest Group Banking BPS – Services PEAK Matrix® Assessment 2020



Note 1: PEAK Matrix specific to banking BPS services; Service providers scored using Everest Group’s proprietary scoring methodology given on page 14 and 15

Note 2: Assessments for Atos Syntel, CGI, Conduent, Conneqt, Equiniti, IBM, NIIT, Virtusa, and Volante excludes service provider inputs and are based on Everest Group’s proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group’s interactions with buyers

Source: Inputs from market players, recruitment firms, and investment agencies

Everest Group PEAK Matrix®

Banking BPS – Services PEAK Matrix® Assessment 2020

Everest Group Banking BPS – Services PEAK Matrix® Assessment 2020



Note 1: PEAK Matrix specific to banking BPS services; Service providers scored using Everest Group's proprietary scoring methodology given on page 14 and 15























































Note 2: Assessments for Atos Syntel, CGI, Conduent, Conneqt, Equiniti, IBM, NIIT, Virtusa, and Volante excludes service provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interactions with buyers

Source: Inputs from market players, recruitment firms, and investment agencies

Summary dashboard | market impact and vision & capability assessment of providers for banking BPS 2020

Leaders

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
Cognizant									
Genpact									
Infosys									
HCL Technologies									
TCS									
Wipro									

Though the banking BPS industry is witnessing increased competition, TCS and Genpact continue to remain leaders in terms of market share

Service provider market share in banking BPS
 June 2019 (TTM¹); By revenue (in US\$ billion)

100% = 3.8-4.0



¹ Trailing twelve-month
 Sample size: Based on the responses of 21 banking BPS service providers and Everest Group estimates
 Source: Everest Group (2020)



Dallas (Headquarters)

info@everestgrp.com
+1-214-451-3000

Bangalore

india@everestgrp.com
+91-80-61463500

Delhi

india@everestgrp.com
+91-124-496-1000

London

unitedkingdom@everestgrp.com
+44-207-129-1318

New York

info@everestgrp.com
+1-646-805-4000

Toronto

canada@everestgrp.com
+1-416-388-6765

Stay connected

Website



www.everestgrp.com

Social Media

 @EverestGroup

 @Everest Group

Blog



www.everestgrp.com/blog/