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 PEAK Matrix®
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

<table>
<thead>
<tr>
<th>Service provider</th>
<th>Market adoption</th>
<th>Portfolio mix</th>
<th>Value delivered</th>
<th>Overall</th>
<th>Vision and strategy</th>
<th>Scope of services offered</th>
<th>Innovation and investments</th>
<th>Delivery footprint</th>
<th>Overall</th>
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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 (TTM\(^1\)); By revenue (in US$ billion)

\[100\% = 3.8-4.0\]

10%  
4%  
2.5%

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

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