

2009 Top Asset Servicing Outsourcing Vendors, Black Book Survey 2009 Results

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Abstracts

In 2009, the Black Book Investment Management Outsourced Services Industry User Survey investigated nearly 400 contracts held by a thousand user managers.

18 key performance indicators (KPIs) or criteria are employed, scored on each respective vendor by client type and ranked on a 0–10 scale per KPI.

Each year, Brown-Wilson Group and Black Book Research undertake an annual survey into organizations' satisfaction with their outsourcing service providers.

These research results are recognized as the most extensive and representative perception study of outsourcing vendors, validated by over 26,000 respondents from service users around the globe.

Over 700 functions and 40 sectors are investigated to determine “best fit” vendors with multiple industry specifications.

Key findings

Key finding: most important customer satisfaction KPIs

Best-of-breed technology, trust and reliability are the most important attributes influencing outsourced asset and investment servicing client satisfaction with their 2009 outsourcing providers. BNY Mellon championed both KPIs in 2009.

Key finding: vendor dissatisfaction is uncommon in the asset servicing outsourcing industry among top ranked suppliers

Strong dissatisfaction is uncommon in this niche sector, occurring in less than 4.5% of diverse collective clientele. UK and US clients are among the most satisfied with asset servicing delivery. Strong dissatisfaction with offshore outsourcing vendors was less than 16.6% of all surveyed clients with 2009 relationships.

Key finding: comprehensive services vendor arrangements from a comprehensive/end-to-end asset servicing vendor produces the highest satisfaction rates

Single-vendors offering comprehensive research services to services corporate clients ranked highest in the overall survey by clients.

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METHODOLOGY

TOP 20 ASO VENDORS

STOP LIGHT SCORING KEY

OVERVIEW OF KPI LEADERS

INDIVIDUAL KEY PERFORMANCE INDICATOR DETAIL

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