

2009 Top Banking, Financial Services and Capital Markets ITO Vendors, Black Book Survey 2009 Results

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Abstracts

In 2009 Black Book of Outsourcing client experience survey investigated a subset of over 760 technology and application outsourcing contracts held by 108 of the top suppliers of the banking and capital markets industry.

In order to rank the organizations, 18 key performance indicators (KPIs) or criteria are employed specific to infrastructure and application outsourcing (AO) buyers within the banking and capital markets sector, scored on each respective vendor and ranked per KPI.

Key finding: most important customer satisfaction KPIs in banking and capital markets AO sector

Trust, innovation, customization and reliability are the most important attributes influencing banking and capital markets industry information technology outsourcing (ITO) client satisfaction with their 2009 outsourcing providers. All four KPIs were overwhelmingly praised by the clients of Capgemini, which captured the overall honors of banking and capital markets industry technology, and applications outsourcing service lines.

Key finding: vendor dissatisfaction is uncommon in the banking and capital markets industry technology and AO sector among top ranked suppliers

Strong dissatisfaction is uncommon in this niche ITO sector, occurring in only 7.1% of the retail banking client types, 5.3% in credit card banking and 6.7% of investment banking clients.

US clients are among the most satisfied with banking and capital markets industry outsourcing services delivery, averaging 91.4% with 2009 projects delivered from North American and European-based suppliers.

European banks served by European technology vendors were the most satisfied (94.5%) of all geographic locations matching clients experience with vendor delivery.

Stronger dissatisfaction was more commonly reported from engagements with offshore outsourcing vendors, specifically India and the Philippines. Of all surveyed banking and capital markets industry clients, 14.6% were at least mildly dissatisfied with the delivery of ITO services from offshore.

Key finding: comprehensive services vendor arrangements from full service ITO vendors produce the highest satisfaction rates

Vendors offering comprehensive ITO (application services and infrastructure services) ranked highest in the overall survey by clients. Banking and capital markets industry clients showed significant preference for vendors who are capable of offering more extensive service lines once satisfied with initial applications projects.

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