

# 2009 Top Wealth Management Information Technology Outsourcing Vendors, Black Book Survey 2009 Results

<https://marketpublishers.com/r/250C22DFC55EN.html>

Date: January 2010

Pages: 39

Price: US\$ 2,500.00 (Single User License)

ID: 250C22DFC55EN

## Abstracts

In 2009, the Black Book wealth management, asset management and financial markets industry ITO user survey investigated over 300 contracts held by more than 700 ITO users.

In order to rank the organizations, 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.

### Key findings

Key finding: most important customer satisfaction KPIs

Deployment and outsourcing implementation and reliability are the most important attributes influencing ITO clients' satisfaction with their 2009 outsourcing providers.

Key finding: vendor dissatisfaction is uncommon in the wealth management ITO industry among top-ranked suppliers

Strong dissatisfaction is uncommon in the ITO sector, occurring in less than 4.0% of the diverse industry and niche clientele.

UK and US wealth management clients are among the most satisfied with ITO services delivery. Strong dissatisfaction with offshore outsourcing vendors was recorded by less than 3.2% of all surveyed clients with 2009 relationships.

Key finding: comprehensive services vendor arrangements from a comprehensive/end-to-end ITO vendor produce the highest satisfaction rates

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

## Contents

### **INTRODUCTION**

Information technology outsourcing (ITO) in the wealth management, asset management and financial markets

### **SUMMARY**

Survey overview

Key findings

Wealth management ITO – top honors overall 2009

Wealth management ITO – top vendor by function 2009

### **BLACK BOOK METHODOLOGY**

How the data sets are collected

Understanding the statistical confidence of Black Book data

Who participates in the Black Book ranking process

Wealth management ITO vendor rankings and results 2009

### **TOP**

### **WEALTH MANAGEMENT ITO VENDORS**

### **STOP LIGHT SCORING KEY**

Operational excellence of wealth management ITO vendors

### **OVERALL KPI LEADERS**

Top score per individual criteria

Outsourcing vendors with most top individual criteria scores

### **INDIVIDUAL KEY PERFORMANCE**

### **APPENDIX**

Orbys consulting

Disclaimer

## **COMPANIES MENTIONED**

Headstrong,

Hexaware,

Cognizant,

Virtusa,

Capgemini,

SunGard,

IBM Global,

Infosys,

Ness,

HP,

EDS,

Igate,

Fiserv,

SEI,

Accenture,

WNS Global,

Wipro,

Reliance,

Zenta,

Firstsource,

DST Systems

## I would like to order

Product name: 2009 Top Wealth Management Information Technology Outsourcing Vendors, Black Book Survey 2009 Results

Product link: <https://marketpublishers.com/r/250C22DFC55EN.html>

Price: US\$ 2,500.00 (Single User License / Electronic Delivery)

If you want to order Corporate License or Hard Copy, please, contact our Customer Service:

[info@marketpublishers.com](mailto:info@marketpublishers.com)

## Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/250C22DFC55EN.html>

To pay by Wire Transfer, please, fill in your contact details in the form below:

First name:  
Last name:  
Email:  
Company:  
Address:  
City:  
Zip code:  
Country:  
Tel:  
Fax:  
Your message:

**\*\*All fields are required**

Customer signature \_\_\_\_\_

Please, note that by ordering from marketpublishers.com you are agreeing to our Terms & Conditions at <https://marketpublishers.com/docs/terms.html>

To place an order via fax simply print this form, fill in the information below and fax the completed form to +44 20 7900 3970

