

# Banking BPO Services: Getting Back to Basics

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## Abstracts

This report, co-authored with HfS, examines the key challenges faced by global banks in the post financial crisis era. Most of these challenges resulted from banks' own actions, regulatory gaps and market pressures. Executives and managers worldwide are looking for new ideas to evaluate their market positioning, customer segmentation models and risk models for their businesses. The current business environment has opened up significant opportunities for BPO service providers that understand what is happening in the banking market and the changes that are taking place.

Demand for core banking solutions such as retail banking services, mortgage processing and asset management support is increasing in the industry. Service providers are offering an integrated approach which consists of these solutions supported by risk management, data analytics, IT support and process re-engineering capabilities. Horizontal services such as Finance & Accounting, Procurement and Human Resources are also offered as highly automated solutions to drive costs down and improve efficiencies on a global scale.

Other sections of this report include a global overview of the banking market, major industry trends, key deals signed in this space over the past five years, recommendations to buyers and vendors, and a detailed appendix containing profiles of prominent service providers for this industry.

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