

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.

Contents

Global banking: Traversing the long road to recovery
Industry challenges and their implications on outsourcing demand
Key takeaways

BANKING OUTSOURCING – CURRENT ACCOUNT

Major types of banks
Major banking centers
Market segmentation by outsourcing maturity
Major banking BPO services mix
Case study
Emerging market areas
Platform BPO
Social media
Voice of the Customer (VOC) analytics
Latest deals
Inorganic growth: Captives or other providers?
Role of geography

KEY SERVICE PROVIDERS

LOOKING AHEAD...

Customer-centric approach
Launching the perfect product
Analyze this
Banking on social media

APPENDIX

ABOUT THE AUTHORS

ABOUT HFS RESEARCH

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