



# Infosys Banking BPO Services

## Vendor Assessment Report Abstract

Andy Efstathiou  
Banking BPO Analyst  
NelsonHall

10 pages

[research.nelson-hall.com](http://research.nelson-hall.com)





## Who Is This Vendor Assessment For?

NelsonHall's banking BPO profile on Infosys is a comprehensive assessment of Infosys's banking BPO offerings for organizations and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of banking BPO services and identifying vendor suitability for banking BPO services RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector

## Key Findings & Highlights

This NelsonHall vendor assessment analyzes Infosys' offerings and capabilities in banking BPO services. Infosys is one of a number of banking BPO service companies analyzed in NelsonHall's comprehensive industry analysis programs.

Infosys has expanded its BCM BPO from existing client relationships for IT services into labor arbitrage BPO and KPO services over the past eight years.

Infosys BPO is now making the next step of building its BPO and KPO businesses into platform based services that directly combine IT and BPO services to create greater value for clients and separate Infosys' growth and profitability from pure headcount growth.

Infosys' BCM BPO services are focused on mortgage, credit cards, deposits/payments, and KPO.

## Scope of the Report

The report provides a comprehensive and objective analysis of Infosys's banking BPO offerings, capabilities and market and financial strengths including:

- Analysis of the company's offerings and key service components
- Analysis of the company's strengths, weaknesses and outlook
- Revenue Summary
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's delivery organization including the location of delivery locations



## Contents

1. Background
2. Organization Structure
3. Target Markets
4. Key Offerings
5. Summary

## Report Length

10 pages

## Report Author

Andy Efstathiou

andy.efstathiou@nelson-hall.com

## Banking BPO Vendor Assessments:

Cognizant, CSC, Easiprocess, Genpact, IBM, iGate, HCL, Intelenet, NIIT, TCS, WNS