



HCL

Banking BPO Services

Vendor Assessment Report Abstract

Andy Efstathiou
Banking BPO Analyst
NelsonHall

7 pages

research.nelson-hall.com





Who Is This Vendor Assessment For?

NelsonHall's banking BPO profile on HCL is a comprehensive assessment of HCL'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 HCL's offerings and capabilities in banking BPO services. HCL is one of a number of banking BPO service companies analyzed in NelsonHall's comprehensive industry analysis programs.

HCL offers the banking industry a broad range of processing services for both the retail, commercial, and capital markets banking industries.

Like most services providers in this arena, HCL has faced challenging conditions and client loss or downsizing during the past two years. HCL has managed these challenges well, cross training and redeploying employees to other engagements to maintain capacity utilization while retaining its skills base.

Scope of the Report

The report provides a comprehensive and objective analysis of HCL'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



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3. Target Markets
4. Key Offerings
5. Summary

Report Length

7 pages

Report Author

Andy Efstathiou

andy.efstathiou@nelson-hall.com

Banking BPO Vendor Assessments:

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