



TCS

Banking BPO Services

Vendor Assessment Report Abstract

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8 pages

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Who Is This Vendor Assessment For?

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

TCS has built strong experience in the BCM space from its roots as an IT services provider working on client's custom platforms. It has significantly expanded its capabilities in BCM BPO with the acquisition of Citibank's CGSL eServe operation. It is now moving to deliver those capabilities to other banks as a third party BPO provider.

TCS' BCM BPO services are focused on mortgage, deposits/payments, capital markets, and KPO. In addition TCS provides horizontal back and front office services to the industry.

Scope of the Report

The report provides a comprehensive and objective analysis of TCS'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
- Analysis of the company's delivery organization including the location of delivery locations



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4. Key Offerings

5. Summary

Report Length

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Banking BPO Vendor Assessments:

Cognizant, CSC, Easiprocess, Genpact, IBM, iGATE, HCL, Infosys, Intelenet, NIIT, WNS