



TCS Retail Banking BPO

Vendor Assessment
Report Abstract

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13 pages





Who Is This Vendor Assessment For?

NelsonHall's Retail Banking BPO Vendor Assessment for TCS is a comprehensive assessment of TCS's Retail Banking BPO (RB BPO) offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of RB BPO and identifying vendor suitability for RB BPO 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's offerings and capabilities in Retail Banking BPO. TCS is one of a number of Retail Banking BPO companies analyzed in NelsonHall's comprehensive industry analysis programs.

TCS's Retail Banking BPO services (RB BPO) are focused on account administration across core banking, mortgage lending and card issuing. Value added horizontal offerings include Analytics, Risk/Regulatory Management, Compliance, Fraud/AML and Social Media.

TCS's Retail Banking BPO delivers services from 10 delivery centers including 5 locations in India: Chennai, Mumbai, Delhi, Kolkata and Gandhinagar.

TCS is targeting large U.S., European and Indian based enterprises. Targeted client segments include:

- Global banks: primary existing client base
- SMB banks: primary growth target.

Scope of the Report

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

- Identification of the company's strategy, emphases and new developments
- Analysis of the company's strengths, weaknesses and outlook
- Revenue estimates
- 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 offerings and key service components
- Analysis of the company's delivery organization including the location of delivery locations.

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Report Length

13 pages

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Retail banking BPO Vendor Assessments Also Available for:

Cognizant

CSC

EXL

Firstsource

Genpact

HCL

Infosys

Wipro

WNS