



# Cognizant Retail Banking BPO

Vendor Assessment  
Report Abstract

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11 pages





## Who Is This Vendor Assessment For?

NelsonHall's Retail Banking BPO Vendor Assessment for Cognizant is a comprehensive assessment of Cognizant'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 Cognizant's offerings and capabilities in Retail Banking BPO. Cognizant is one of a number of Retail Banking BPO companies analyzed in NelsonHall's comprehensive industry analysis programs.

Key target business lines for Cognizant's Retail Banking BPO are:

- Mortgage and lending
- Cards (customer and merchant)
- Core banking (deposits and payments).

Cognizant BPO has the majority of personnel based in seven Indian delivery centers in Hyderabad, Chennai, Bangalore, Mangalore, Kolkata, Pune and Mumbai.

Cognizant's primary targets are:

- Tier 1 banks headquartered in the U.S.
- Existing clients of Cognizant's IT services
- Tier 2 and 3 banks in U.S. and U.K. markets

## Scope of the Report

The report provides a comprehensive and objective analysis of Cognizant'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

11 pages

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## Retail banking BPO Vendor Assessments Also Available for:

CSC

EXL

Firstsource

Genpact

HCL

Infosys

TCS

Wipro

WNS