



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

HCL's Retail Banking BPO services (RB BPO) are focused on loan set-up, exception management, collections and consumer/bank support.

HCL's Retail Banking BPO delivers services from seven centers:

- Noida, India
- Chennai, India
- Coimbatore, India
- Cary, U.S.
- Detroit, U.S.
- Quezon City, Philippines
- Dublin, Ireland

HCL's primary targets are:

- Global banks
- Global payments services vendors
- Major national banks in Asian markets

Scope of the Report

The report provides a comprehensive and objective analysis of HCL'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

Infosys

TCS

Wipro

WNS