



# Huntswood Retail Banking BPO

Vendor Assessment  
Report Abstract

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## Who Is This Vendor Assessment For?

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

- Sourcing managers monitoring the capabilities of existing suppliers of recruitment process outsourcing 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

Huntswood is a U.K. headquartered business process outsourcing (BPO) organization, offering BPO and consulting services across a number of industries.

Huntswood is a private, U.K.-based business services vendor established in 1996 and headquartered in Reading, Berkshire. The company was primarily founded as a recruiting firm and evolved to help clients manage complex short-term projects.

Huntswood has three lines of business:

- **Managed client services:** supports clients requiring skilled contractors to manage projects involving customers (e.g. complaints, compliance issues and sales campaigns)
- **Advisory services:** advisory services on retail conduct risk management and compliance. Advisory services also provides people, learning and development for client employees (and internally for Huntswood employees)
- **Recruitment:** recruiting temporary managers for clients for a specific period of time

Huntswood delivers services from three venues:

- Reading delivery center
- Scotland center
- On client site

The ability to address scaling challenges will provide Huntswood an opportunity to take on a challenge that banks, who generally want to manage a long-term workforce, will not want to make. However, Huntswood will still find its profits are volatile on a quarterly and annual basis.

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## Scope of the Report

The report provides a comprehensive and objective analysis of Huntswood's retail banking BPO offerings, capabilities, and market and financial strength, 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.

## Report Length

14 pages

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## Retail banking BPO Vendor Assessments Also Available for:

TCS

Infosys

Firstsource

iGate Patni

WNS

Cognizant

Wipro

HCL