



Global Banking BPO Market Forecast: 2014-2018

Market Forecast
Report Abstract

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By Andy Efstathiou
Banking Outsourcing program
NelsonHall

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Who Is This Market Forecast For?

NelsonHall's "Global Banking BPO Market Forecast: 2014-2018" report is a comprehensive market forecast report designed for:

- Sourcing managers monitoring the banking industry-specific BPO industry and identifying vendor suitability for shortlists and RFPs
- Executives seeking assistance in identifying levels of banking BPO vendor presence by service line and geography
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector.

Scope of the Report

The report provides a forecast for the global industry-specific banking BPO market overall and by geography and by service line. It covers the following:

The banking BPO market size for 2013 and the forecast for these markets through 2014 to 2018

- The industry-specific banking BPO market size and forecast for North America, specifically covering the U.S. and Canada; for EMEA, specifically covering U.K., France, Germany, and Italy; and for Asia Pacific and Latin America
- The market size and forecast for banking BPO covering core banking, mortgage BPO, payment services, and securities processing
- The banking BPO market size and forecast for North America, specifically covering the U.S. and Canada; for EMEA, specifically covering U.K., France, Germany, and Italy; and for Asia Pacific and Latin America
- Identification of the leading vendors together with their revenues and market shares by geography and service line, i.e. core banking, mortgage BPO, payment services, and securities processing.

Key Findings & Highlights

NelsonHall's "Global Banking BPO Market Forecast: 2014-2018" consists of 84 pages.

The banking BPO market has been impacted in recent years by economic uncertainty and banks' uncertainty regarding industry regulation. As regulations have been clarified and implemented, growth in banking BPO activity has picked up in the past twelve months. Banking BPO activity is expected continue to grow over the next five years, faster than the overall BPO industry.

Overall, North America will remain the largest market for banking BPO over the next five years, despite having the lowest major market growth rate.

Key features of the banking BPO marketplace in the next five years include:

- Retail banking BPO will grow more slowly than capital markets BPO
- Retail banking BPO growth will be led by growth of core banking, loan administration, and merchant acceptance processing
- Check processing BPO will continue to shrink
- Capital markets BPO will grow fastest in trade processing services. Portfolio services will grow at a slightly slower pace, but still faster than retail banking BPO
- Reference data BPO services will grow the fastest of all capital markets BPO services.



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Report Length

84 pages

Report Author

Andy Efstathiou

Andy.efstathio@nelson-hall.com