

Concentrix Retail Banking BPS

Vendor Abstract
Report Summary

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by Andy Efstathiou
Director
NelsonHall

10 pages





Who Is This Vendor Assessment For?

NelsonHall's retail banking BPS vendor assessment for Concentrix is a comprehensive assessment of Concentrix's retail banking BPS offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of capital market process outsourcing and identifying vendor suitability for retail banking BPS 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 assessment analyzes Concentrix's offerings and capabilities in retail banking services. Concentrix is one of a number of retail banking services companies analyzed in NelsonHall's comprehensive industry analysis programs.

Concentrix is the business services division of Synnex. In September 2013, Synnex announced that it was to acquire the customer management services business of IBM. The operations divested by IBM which became part of Concentrix included its contact center business, together with agent based processing services for banks, insurers and healthcare clients. However, IBM retained its BPS business covering platform based mortgage origination and servicing for the U.S. market, along with its F&A, procurement and supply chain management, and HR BPS activities. Synnex entered into a multi-year agreement with IBM, becoming an IBM strategic partner for global CMS services. After the sale, IBM retained its own mortgage BPS business entirely separate from that of Concentrix.

Concentrix's retail banking BPS business centers are distributed by geography as follows:

- North America
- Europe
- Middle East
- LATAM
- APAC.

Concentrix anticipates growing its retail banking BPS staffing levels in existing centers with existing clients, over the next twelve months in North America and APAC. The growth is expected both onshore and offshore.

Concentrix's primary targets for retail banking BPS are:

- Tier 1 banks headquartered in any geography
- Tier 2 and regional banks in developed markets
- Banks based in emerging economies
- Digital banks located anywhere
- Payment services and processing companies
- Payment services from non-financial institutions.

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Scope of the Report

The report provides a comprehensive and objective analysis of Concentrix's retail banking BPS 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

10 pages

Report Author

Andy Efstathiou

andy.efstathiou@nelson-hall.com

Retail Banking BPS Vendor Assessments Also Available for:

Avaloq
Capgemini
Capita
Cognizant
Firstsource
Genpact
HCL
Hexaware
Concentrix
IGATE
NIIT
SLK
TCS
Wipro
WNS