



# Transforming Intelligent Automation in Banking

## FIS

### Report Abstract

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7 pages

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## Who is this Vendor Assessment for?

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NelsonHall’s “Transforming Intelligent Automation in Banking” profile on FIS is a comprehensive assessment of FIS’ offerings and capabilities for the BFS sector, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of intelligent automation process services and identifying vendor suitability for intelligent automation services in banking 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

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FIS delivers services for the financial services industry. FIS concentrates its intelligent automation services in banking on core banking operations, including lending, deposits, and compliance. Its automation services are built to be highly reusable across banks. FIS began its process automation services in 2010 when it deployed some Blue Prism bots for a client with licenses but limited technical staff. Over time FIS grew its automation practice by partnering with all the primary vendors of automation solutions. Its initial focus was on providing implementation services only. As the business grew it added software reseller and consulting services to its automation capabilities.

FIS was providing orchestration and managed services for the bots it was deploying for clients. In early 2020 it launched its EPIC platform, which provides orchestration and intelligence capabilities. Going forward, FIS will be enhancing its EPIC platform to increase the automation of support functions, manage multi-bot deployments across processes and silos from a single virtual machine, and deploy new AI functionality in virtual agents.

Organizations that are looking to commit to a single platform to support process automation for digital document processing should consider FIS’ EPIC and managed services support.

## Scope of the Report

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The report provides a comprehensive and objective analysis of FIS' BFS-focused intelligent automation offerings, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, challenges, 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 centers.

## Intelligent Automation Services in BFS Vendor Assessments also available for:

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Accelirate

Capgemini

Coforge

Datamatics

EY

Firstsource

Infosys

L&T Infotech

Mphasis

Sopra Steria

TCS

Tech Mahindra

UST

Wipro.

## About The Author

Andy is the Banking Sourcing Research Director at NelsonHall, where he has global responsibility for Retail and Commercial Banking and Capital Markets.

Andy assists both buy-side and vendor organizations in assessing opportunities and supplier capability across Banking services, including in the areas of Core Banking, Payments, Mortgages & Loans, and Securities Processing. In these domains, Andy covers professional services, hosting, and BPS.

Andy assists both buy-side and vendor organizations in financial services to assess opportunities and success factors in the application of technology and BPS. This increasingly encompasses all things digital.

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NelsonHall is the leading global analyst firm dedicated to helping organizations understand the “art of the possible” in digital operations transformation. With analysts in the U.S., U.K., Continental Europe, and Asia, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall conducts rigorous, primary research and is widely respected for the quality, depth, and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at [guy.saunders@nelson-hall.com](mailto:guy.saunders@nelson-hall.com)

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