



Genpact Retail Banking BPS

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

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

- Sourcing managers monitoring the capabilities of existing suppliers of Genpact's 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 vendor profile focuses on retail banking BPS. Genpact began providing retail banking BPS services to a large retail bank in 2004, with an engagement to transform process delivery for its retail banking processes. Over time the engagement grew to include card processing and call center services.

Genpact began delivering mortgage and loan (M&L) BPS services in 2006 when it decided to enter the mortgage BPS business with the acquisition of Moneyline Lending Services (MLS), which provided private label mortgage processing services. MLS had 150 FTEs at the time.

Genpact has continued to add capabilities that complement its M&L BPS capabilities. A notable addition was the acquisition of Quantum Technology in 2011. Quantum was acquired from First American, a large title company; it was a mortgage origination software vendor which provided Genpact with a configurable BPS platform.

Genpact works with both client and proprietary platforms to deliver retail banking BPS services. Today, most of the pipeline for retail banking BPS comes from lenders looking to modernize their platform for compliance and sales efficiency purposes.



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Retail Banking BPS Vendor Assessments also available for:

Atos, Avaloq, Capgemini, Capita, Cognizant, Concentrix, Firstsource, FIS, HCL, Hexaware, Infosys, NIIT, SLK Global, Tata BSS, TCS, Wipro, WNS