



HCL

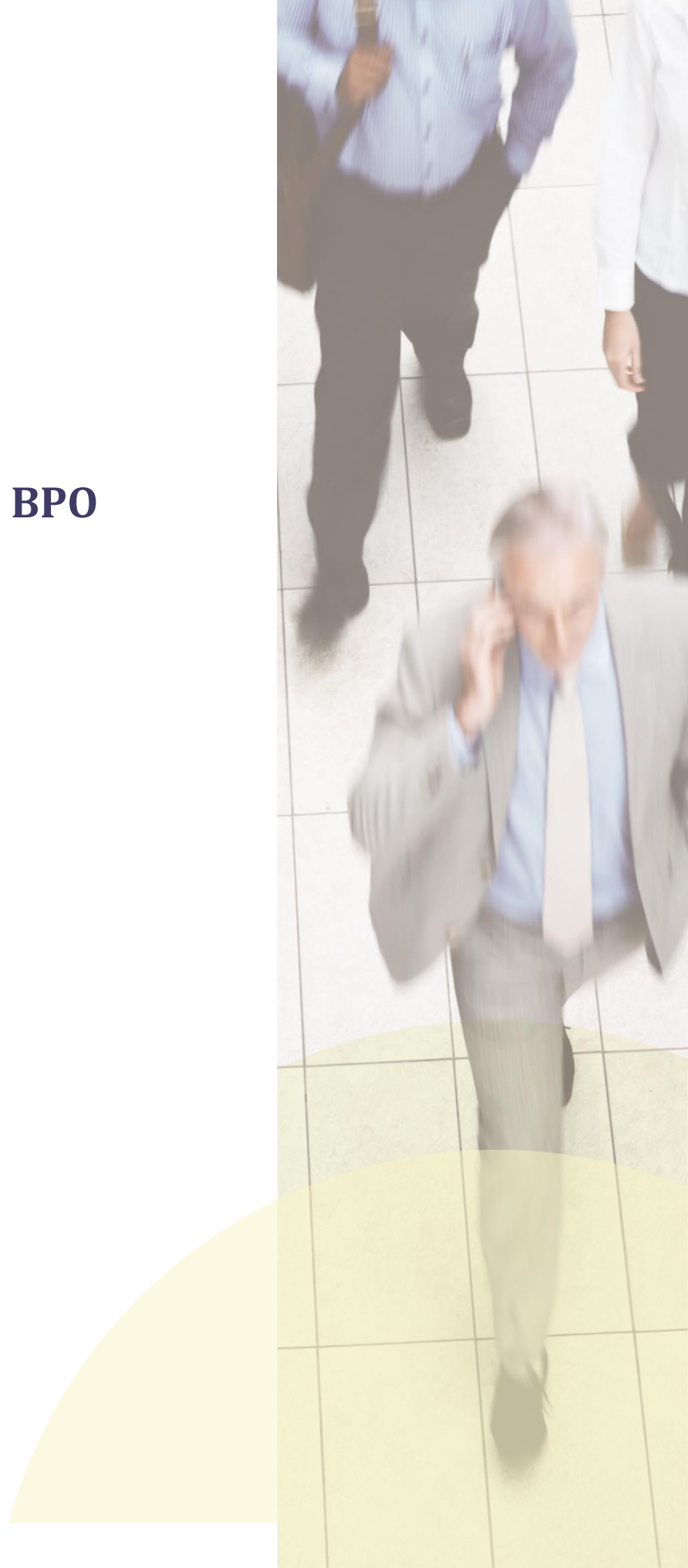
Capital Markets BPO

**Vendor Assessment
Report Abstract**

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16 pages





Who Is This Vendor Assessment For?

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

- Sourcing managers monitoring the capabilities of existing suppliers of capital market process outsourcing and identifying vendor suitability for CM 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

This NelsonHall assessment analyses HCL's offerings and capabilities in capital markets BPO. HCL is one of a number of capital markets BPO companies analyzed in NelsonHall's comprehensive industry analysis programs.

HCL entered the CM BPO business in 2002 when a global investment bank, headquartered in continental Europe, wanted to establish an offshore operation in India. Because of HCL's ITS experience, and some specific proposals on how to set up the delivery center in India, HCL was chosen by this bank to support the establishment of this center on a Build-Operate-Transfer (BOT) basis. Today, the CM BPO business is growing faster than the overall BPO business.

HCL's retail banking BPO (RB BPO) services are focused on back-office services for global custodians.

HCL CM BPO delivers service from eight delivery centers:

- Chennai, India
- Gurgaon, India
- Pune, India
- Noida, India
- Cary, North Carolina, U.S.
- Manila, Philippines
- Coimbatore, India
- London, U.K.

HCL's primary targets are:

- Tier 1 CM service providers
- Tier 1 investment banks
- Tier 1 asset managers
- Existing clients of HCL's IT services.

HCL's strategy in CM BPO is to target global financial institutions who want to reduce capital commitments to operations and expand their geographic options for delivery.

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Scope of the Report

The report provides a comprehensive and objective analysis of HCL's capital markets 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

16 pages

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Capital Markets BPO Vendor Assessments Also Available for:

Broadridge

EXL

Genpact

Infosys

iGate

Mphasis

HCL

TCS

Wipro

WNS