



# **IBM Next Generation Mortgage and Loan BPS**

**Vendor Assessment  
Report Abstract**

**July 2017**

**by Andy Efstathiou  
Director  
NelsonHall**

**8 pages**





## Who Is This Vendor Assessment For?

NelsonHall's Next Generation Mortgage and Loan (M&L) BPS Vendor Assessment for IBM is a comprehensive assessment of IBM's next generation M&L BPS offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of capital market process outsourcing and identifying vendor suitability for M&L 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 IBM's offerings and capabilities in mortgage and loan BPS. IBM is one of a number of mortgage and loan BPS companies analyzed in NelsonHall's comprehensive industry analysis programs.

This report focuses on IBM's services for mortgage and loan BPS. IBM's M&L BPS services are part of its Cognitive Process Services unit, which in turn is part of its Cognitive Process Transformation unit. Detailed information on IBM is provided in NelsonHall's Key Vendor Assessment for IBM.

IBM began working directly with mortgage and loan processing in 2006, with the acquisitions of:

- Palisades Technology Partners: mortgage technology
- iLOGS: business rule management.

IBM delivered mortgage processing technology products and services from 2006 to 2009, when it entered mortgage BPS with the acquisition of Wilshire Credit Corp., a subsidiary of Bank of America. Wilshire provided IBM with a mortgage servicing platform and ~900 FTEs to provide ITS and BPS services. Wilshire's BPS client was FNMA, the government agency that securitizes the mortgage loans it acquires from originators.

In 2011, IBM's mortgage BPS services were renamed Seterus. In mid-2016, IBM decided to retain and grow its mortgage BPS business as part of an ongoing restructuring of the business.

## Contents

1.	Background	
2.	Revenue Summary	
3.	Key Offerings	
4.	Delivery Capabilities & Partnerships	
5.	Target Markets	
6.	Strategic Direction	
7.	Strengths & Challenges	
	7.1 Strengths	
	7.2 Challenges	
8.	Outlook	

## Scope of the Report

The report provides a comprehensive and objective analysis of M&L 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

8 pages

## Report Author

Andy Efstathiou

[andy.efstathiou@nelson-hall.com](mailto:andy.efstathiou@nelson-hall.com)

## **M&L BPS Vendor Assessments Also Available for:**

Atos  
Capgemini  
Computershare  
First Source  
Genpact  
IBM  
Infosys  
Intelenet  
Mphasis  
SLK Global  
Sutherland  
Tata BSS  
TCS  
Wipro  
WNS