



Infosys

F&A BPO in Financial Services

Vendor Assessment Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's Vendor Assessment for Infosys is a comprehensive assessment of Infosys' Finance and Accounting BPO offerings and capabilities in the financial services sector. This report is designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of F&A services and identifying vendor suitability for F&A 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

Infosys (NYSE:INFY) is a publicly traded global consulting and IT services company founded in 1982 and headquartered in Bangalore, India. FY 2014 revenues were \$8,249m. Infosys BPO, established in 2002, is the business process outsourcing subsidiary of Infosys.

Infosys BPO added its first FAO BFSI customer in the year 2007, providing standalone FAO services to a top U.S. bank. For this customer, it expanded its portfolio to multiple service lines including industry specific service offerings such as credit card servicing, customer onboarding, rebate calculations for the commercial bank.

BFSI accounts for 16% of overall F&A BPO business, with ~500 FTEs and 13 clients from the banking, financial services and insurance sectors.

Scope of the Report

This report provides a comprehensive and objective analysis of Infosys' F&A BPO offerings, capabilities, and market and financial strength with regard to the FS sector, including:

- Analysis of the company's offerings and key service components
- Revenue estimates
- Identification of the company's strategy, emphasis and new developments
- Profile and analysis of the company's customer base, including its targeting strategy
- Analysis of the company's strengths, weaknesses and outlook.



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Report Length

6 pages

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F&A BPO in Financial Services Vendor Assessments Also Available for:

EXL

HCL

IGATE

Genpact

TCS

Wipro

WNS