



# Operational Transformation in the Capital Markets Sector: 2019

Market Analysis  
Report Abstract

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BPS Market Development  
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## Who Is This Report For?

NelsonHall's "Operational Transformation in the Capital Markets Sector: 2019" report is a comprehensive market assessment report designed for:

- Sourcing managers investigating operational transformation developments within the capital markets sector
- Vendor marketing, sales and business managers developing strategies to target operational transformation and business process services (BPS) opportunities within the capital markets sector
- Financial analysts and investors specializing in the IT services and BPS sector.

## Scope of the Report

The report is based on interviews with executives in the capital markets sector in the U.S., U.K., Continental Europe, and Asia Pacific.

The report analyzes the worldwide market for operational transformation and business process services within the capital markets sector and addresses the following questions:

- What are the principal business priorities faced by organizations in the capital markets sector?
- What benefits are sought from operational transformation by capital markets firms?
- In which functional areas are capital markets firms planning operations transformation initiatives?
- What initiatives are capital markets firms planning around key technologies such as analytics, AI, and blockchain?
- To what extent, and how, will BPS vendors be involved in operations transformation?
- What are the key characteristics sought in an operations transformation partner by capital markets firms?
- What levels of productivity gain are being targeted by capital markets firms?



## Key Issues & Highlights

Operational transformation remains critical to organizations in the capital markets sector as they seek to automate and drive cost savings, while simultaneously improving their compliance & reporting and their speed of doing business. Accordingly, operational transformation is regarded as highly relevant by over 80% of capital markets firms in the U.S. and U.K.

In order to achieve operational transformation, capital markets firms:

- Place a high emphasis on enhancing the speed at which they can execute while strengthening the level of trust and compliance associated with their transactions with blockchain increasingly being evaluated to increase the level of trust in settlements
- Require greater integration of real-time analytics into their operations
- Are prepared to involve BPO firms in transforming their internal operations, and 75% of capital markets firms would consider operations transfer to achieve end-to-end operational synergy.

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## Report Length

40 pages, consisting of 7 chapters

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