



Reference Data Management BPO Market Assessment and Forecast

Market Analysis
Abstract

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Who Is This Report For?

NelsonHall's "Reference Data Management BPO Market Assessment and Forecast" report is a comprehensive market assessment report designed for:

- Sourcing managers investigating sourcing developments within the capital markets and banking industry
- Vendor marketing, sales and business managers developing strategies to target service opportunities within the capital markets and banking industry
- Financial analysts and investors specializing in the capital markets and banking sector.

Scope of the Report

This report analyzes the global market for reference data management BPO services and addresses the following questions:

- What is the current and future market for reference data management BPO services?
- What is the size and growth of the reference data management BPO market by market segment?
- Within reference data management BPO services, which processes are emerging strongly?
- What are the market segments for reference data management BPO services and their characteristics? What are the drivers, benefits, and inhibitors for each segment? What are vendor capabilities by segment?
- What technologies and platforms are being utilized and what are the implications by market segment?
- What are vendor challenges and critical success factors by market segment?
- How vendors are positioned within each reference data management BPO market segment?
- Additional topics include: contract lengths; pricing models; partnerships; acquisitions; delivery center locations and the use of offshoring; vendor targeting by client size, geography, and industry.



Key Findings & Highlights

The reference data management BPO market continues to grow as organizations seek to adapt to changing regulations, cut their cost of operations, improve cash flow, improve management effectiveness, improve customer satisfaction and respond more agilely to market conditions.

Reference data management BPO providers are typically targeting two separate groups of clients:

- Large multinational or national financial organizations with assets >\$100bn and >10k employees (primary targets)
- Asset and wealth managers of any size (typically much smaller than the first group listed above and with far less adoption to date).

Size of operations function (number of FTEs), complexity of processes and geographic scope combine to make the large enterprise market attractive to reference data management BPO providers. RDM BPO has low overall staffing requirements, making large clients necessary to achieve scale on a client by client basis.

The leading vendor selection criteria are domain or sector expertise, knowledge of the client's business, process transformation and change management capability, geographic delivery footprint, and the ability to achieve a strategic partnership with the client organization.

Contents

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1. Changing Shape of Reference Data Management BPO Services

 2. Buy-side Requirements

 3. Market Size and Growth

 4. Vendor Market Shares

 5. Vendor Offerings & Targeting

 6. Vendor Challenges and Success Factors

 7. Appendix A: Service Definitions

 8. Appendix B: Vendor Details

 9. Appendix C: Key Regulations

Vendors Profiled

Vendors interviewed and profiled include:

- Genpact
- HCL
- IGATE
- Infosys
- Mphasis
- NIIT Tech
- Syntel
- TCS
- Wipro
- WNS.

Report Length

81 pages, consisting of 6 chapters and 3 Appendices

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