



TCS Next Generation Mortgage and Loan BPS

**Vendor Assessment
Report Abstract**

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Who Is This Vendor Assessment For?

NelsonHall's Next Generation Mortgage and Loan (M&L) BPS vendor assessment for TCS is a comprehensive assessment of TCS' 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 TCS' offerings and capabilities in mortgage and loan BPS. TCS is one of a number of mortgage and loan BPS companies analyzed in NelsonHall's comprehensive industry analysis programs.

This report is focused on mortgage and loan BPS (M&L BPS) services. In 2002, TCS commenced its M&L BPS services with a global bank and, by 2004, it started delivering support for retail, commercial, and correspondent mortgage originations for first and second mortgages. By 2008, TCS had expanded its service delivery for M&L BPS outside of India, by acquiring onshore U.S. delivery capacity.

TCS has ~15 years of operational experience and capability in managing BPS lending operations. It has ~10.3k mortgage and loan service specialists; and supports 200 mortgage processes (voice and non-voice) and 30 commercial lending processes across the loan lifecycle, which includes origination, loan servicing, and default servicing. TCS supports the entire value chain of operations for residential mortgage and loan operations across North America, LATAM, Europe, MEA, and APAC regions, through 14 global locations across India, Philippines, the U.S., and Mexico.

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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

11 pages

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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.