Tech Mahindra Transforming Mortgage and Loan Services

Vendor Assessment
Report Abstract

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10 pages

Who Is This Vendor Assessment For?

NelsonHall's 'Transforming Mortgage & Loan Services' Vendor Assessment for Tech Mahindra is a comprehensive assessment of Tech Mahindra's lending industry digital services offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of M&L processes and identifying vendor suitability for M&L services 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

Tech Mahindra provides M&L services to lenders primarily based in the U.K. In 2016 Tech Mahindra acquired Target Group, a vendor of BPS services to lenders with a proprietary lending platform. Since then, Tech Mahindra has focused its acquisitions on enhancing its digital ITS capabilities, which has enabled it to enhance its proprietary lending platform. The key areas of investment in digital capability are:

- Improving customer experience: it has made a significant investment in improving customer journeys with STP and open banking access to FinTech services. It has invested in improved CX with portals providing a single customer view

- Unsecured lending: it has developed an E2E lending solution which has been rolled out to emerging markets and will soon be introduced to mature markets

- Cloud infrastructure enablement for its platforms and IP

- Cybersecurity for an increasingly distributed environment.

Scope of the Report

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

2

Contents

Report Length

10 pages

M&L Services Vendor Assessments Also Available for:

Capgemini

Capita

Coforge

Cognizant

DXC

EXL

Firstsource

FIS

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Sopra Steria

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