



# Tech Mahindra Transforming Managed Services in Banking

Vendor Assessment  
Report Abstract

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by Andy Efstathiou  
Director  
NelsonHall

9 pages





## Who Is This Vendor Assessment For?

NelsonHall's Transforming Managed Services in Banking Vendor Assessment for Tech Mahindra is a comprehensive assessment of Tech Mahindra's Managed Services in Banking offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of managed services processes and identifying vendor suitability for Managed 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 has been delivering managed services for banking clients as part of its BPS services since the inception of its BPS business. Currently, Tech Mahindra delivers BPS services to 170 clients across 10 industries in 12 countries with 40k professionals.

Tech Mahindra has acquired multiple businesses to deliver its BPS services to the BFS industry, including:

- Target Group (2015): Target was acquired to augment its BFSI BPaaS capabilities. Target's focus was on clients in the U.K., and it had a proprietary platform for servicing loans, assets, and insurance. Today, Tech Mahindra provides services to ~50 banks in North America and Europe
- SOFGEN Holdings (2015): a 450-employee Swiss IT firm serving the financial services industry
- BIO (2016): U.K. based digital transformation consultancy firm
- DynaCommerce (2019): provider of omnichannel customer experience solutions
- Born Group (2019): provider of omnichannel customer experience consulting and agency services.

Managed services for BFS began 20 years with lending clients, though most clients buying managed services have come on board in the past five years. Most of these clients are based in the U.K. clients.

## Scope of the Report

The report provides a comprehensive and objective analysis of Digital Banking 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.

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## Report Length

9 pages

## Managed Services in Banking Vendor Assessments Also Available for:

Antworks

Atos

Avaloq

Broadridge

Capgemini

Capita

Cognizant

DXC

FIS

Genpact

Happiest Minds

Infostretch

Infosys

Kuliza

Mindtree

Sopra Steria

Tech Mahindra

TCS

Tech Mahindra

Wipro