



Transforming Intelligent Automation in Banking

UST

Report Abstract

April 2023

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7 pages

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Who is this Vendor Assessment for?

NelsonHall’s “Transforming Intelligent Automation in Banking” profile on UST is a comprehensive assessment of UST’s offerings and capabilities for the BFS sector, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of intelligent automation process services and identifying vendor suitability for intelligent automation services in banking 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

UST has been delivering automation services since 2014 when it delivered its first engagement for a capital markets firm. The engagement automated data aggregation from third-party data vendors. UST soon expanded its automation services into document data extraction and eventually all process areas. The three core areas of UST’s intelligent automation services are:

- A consulting-led approach to intelligent automation through UST SmartStart
- Banking-domain-focused use cases: loan origination, customer onboarding and KYC, branch system health monitoring, etc.
- Domain-neutral functions including Intelligent Document Processing and AIOps.

By 2016 UST began productizing its automation capabilities into what would become its automation platform. The platform was rolled out as a product offering in 2019. The platform, UST SmartOps, is an intelligent automation platform targeting tier one and mid-tier banks in the financial services industry. The platform was not designed to replace labor, but to enhance workforce productivity with support from bots.

Buyers should take note of this report’s analysis of UST’s delivery of document-centric processes, IT services, and managed services for IA environments.

Scope of the Report

The report provides a comprehensive and objective analysis of UST's BFS-focused intelligent automation offerings, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, challenges, 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 centers.

Transforming Intelligent Automation in Banking Vendor Assessments also available for:

Accelirate

Capgemini

Coforge

Datamatics

EY

Firstsource

FIS

Infosys

L&T Infotech

Mphasis

Sopra Steria

TCS

Tech Mahindra

Wipro.

About The Author

Andy is the Banking Sourcing Research Director at NelsonHall, where he has global responsibility for Retail and Commercial Banking and Capital Markets.

Andy assists both buy-side and vendor organizations in assessing opportunities and supplier capability across Banking services, including in the areas of Core Banking, Payments, Mortgages & Loans, and Securities Processing. In these domains, Andy covers professional services, hosting, and BPS.

Andy assists both buy-side and vendor organizations in financial services to assess opportunities and success factors in the application of technology and BPS. This increasingly encompasses all things digital.

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About NelsonHall

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We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

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