



# CSC

## Banking BPO Services

### Vendor Assessment Report Abstract

Andy Efstathiou  
Banking BPO Analyst  
NelsonHall

6 pages

[research.nelson-hall.com](http://research.nelson-hall.com)





## Who Is This Vendor Assessment For?

NelsonHall's banking BPO profile on CSC is a comprehensive assessment of CSC's banking BPO offerings for organizations and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of banking BPO services and identifying vendor suitability for banking BPO 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

This NelsonHall vendor assessment analyzes CSC's offerings and capabilities in banking BPO services. CSC is one of a number of banking BPO service companies analyzed in NelsonHall's comprehensive industry analysis programs.

CSC is building a services business for banking BPS based on its experience and solutions portfolio developed over the past 30 years. CSC is later to the business process services game than many competitors, but has a stronger supporting solutions portfolio than most vendors.

CSC's banking BPO offerings are based on consumer loan administration and bank insurance specialty lines. Services include credit data analytics, credit reporting, insurance compliance tracking, and warrant & service contracts.

## Scope of the Report

The report provides a comprehensive and objective analysis of CSC's banking BPO offerings, capabilities and market and financial strengths including:

- Analysis of the company's offerings and key service components
- Analysis of the company's strengths and weaknesses
- Revenue Summary
- 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 delivery organization including the location of delivery locations



## Contents

1. Background
2. Organization Structure
3. Target Markets
4. Key Offerings
5. Summary

## Report Length

6 pages

## Report Author

Andy Efstathiou

andy.efstathiou@nelson-hall.com

## Banking BPO Vendor Assessments:

Cognizant, Easiprocess, Genpact, HCL, IBM, iGate, Infosys, Intelenet, NIIT, TCS, WNS