



Broadridge Capital Markets BPO

Vendor Assessment
Report Summary

August 2014

by Andy Efstathiou
Director
NelsonHall

14 pages





Who Is This Vendor Assessment For?

NelsonHall's Capital Markets BPO Vendor Assessment for Broadridge is a comprehensive assessment of Broadridge's capital markets BPO (CM BPO) offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of capital market process outsourcing and identifying vendor suitability for CM BPO 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 analyses Broadridge's offerings and capabilities in capital markets BPO. Broadridge is one of a number of capital markets BPO companies analyzed in NelsonHall's comprehensive industry analysis programs.

Overview

Broadridge BPO provides all of Broadridge's process based CM BPO services (PB CM BPO); the remainder of Broadridge provides its network and technology based CM BPO services.

Broadridge started its PB CM BPO business in 2004, when it acquired a clearing business from Bank of America to provide white label clearing and broker dealer services to self-clearing brokers. Bank of America needed to exit the business when it had acquired other businesses.

Today Broadridge BPO is focused on mutual fund and retirement fund middle and back office processing services for third party administrators, financial advisors, banks and wealth management professionals.

Financials

Broadridge's PB CM BPO revenues are primarily generated from reconciliations, fee billing, collateral management, tax services, global clearance/settlement, and mutual fund administration.

Strategic Direction

Broadridge's BPO business has been built up since 2011 from engagements with self-clearing brokers, asset managers, and investment banks, providing:

- Securities lending support, corporate actions processing, and reconciliations
- Combined BPO and ITS services
- Support for new geographic market entry
- Acquisition or investment in client operations (e.g., the Penson acquisition).

Contents

1.	Background	
2.	Revenue Summary	
3.	Key Offerings	
4.	Target Markets	
5.	Delivery Capabilities & Partnerships	
6.	Strategic Direction	
7.	Strengths & Challenges	
	7.1 Strengths	
	7.2 Challenges	
8.	Outlook	

Scope of the Report

The report provides a comprehensive and objective analysis of Broadridge's capital markets BPO 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

14 pages

Report Author

Andy Efstathiou

andy.efstathiou@nelson-hall.com

Capital Markets BPO Vendor Assessments Also Available for:

Wipro
EXL
Cognizant
Infosys
iGate
Mphasis
HCL
TCS
Genpact
WNS