



# **Computershare Next Generation Mortgage and Loan BPS**

**Vendor Assessment  
Report Abstract**

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## Who Is This Vendor Assessment For?

NelsonHall's Next Generation Mortgage and Loan (M&L) BPS vendor assessment for Computershare is a comprehensive assessment of Computershare's Next Generation M&L BPS offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of capital market process outsourcing and identifying vendor suitability for M&L BPS 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 analyzes Computershare' offerings and capabilities in mortgage and loan BPS. Computershare is one of a number of mortgage and loan BPS companies analyzed in NelsonHall's comprehensive industry analysis programs.

Computershare has been in the shareholder services industry since its founding in Melbourne, Australia in 1978. It has grown by entering new markets and by acquisition. Key events include:

- 1995: Computershare entered the U.K. market
- 2011: acquired Special Loan Servicing (SLS), entering mortgage BPS in the U.S.
- 2014: acquires Homeloan Management Ltd. (HML), entering mortgage BPS in the U.K.

Computershare's acquisitions to date have been opportunistic, based on availability and price. However, by 2014, the shareholder services industry was perceived by management to have limited opportunities for fast organic growth. The success of the SLS acquisition encouraged Computershare to pursue the HML acquisition. Computershare anticipates additional acquisitions in M&L BPS, if they are available at reasonable prices. It expects to grow its M&L BPS business organically in the U.S. and U.K., even if there are no further acquisitions.

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## Scope of the Report

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

7 pages

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## **M&L BPS Vendor Assessments Also Available for:**

Atos  
Capgemini  
Computershare  
First Source  
Genpact  
IBM  
Infosys  
Intelenet  
Mphasis  
SLK Global  
Sutherland  
Tata BSS  
TCS  
Wipro  
WNS