



HCL **Managing U.K. Bank Accounts** **for a European Bank**

Case Study
Report Abstract

January 2014

By John Willmott
BPO Market Development
NelsonHall

4 pages

research.nelson-hall.com





Who Is This Case Study For?

NelsonHall's "HCL: Managing U.K. Bank Accounts for a European Bank" case study is an example of how BPO was used to address a particular business challenge by a European bank and is designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of BPO to serve the retail banking sector and aiming to identify the benefits that can be achieved via use of BPO
- 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

HCL's client is a European bank that manages its U.K. operations separately from its domestic banking business. Its U.K. business volume comes primarily from a joint venture which manages in excess of 1 million deposits and cards customers. Most of the operations for fulfilling the U.K. deposits and cards business were already outsourced with multiple vendors; multiple vendors being used for onshore mailroom services, another vendor being used for onshore contact center services, and multiple vendors being used for back-office processing services.

These contracts were coming to an end and the European bank was seeking a supplier that could:

- Reduce costs further and move to transaction-based pricing from year one
- Make the overall service "sing and dance" on a more holistic and end-to-end basis
- Bring in technology to fine tune the process over time
- Have the ability to service new products as they are introduced in the U.K. market.

Scope of the Report

NelsonHall's "HCL: Managing U.K. Bank Accounts for a European Bank" case study is an example of how BPO was used to address a particular business challenge by a European bank and includes:

- Identification of the background and business challenges faced by the bank
- Details of service transition
- Identification of pricing mechanisms and governance models used
- Identification of the benefits achieved within this contract.



Contents

1. Summary
2. Background & Business Challenge
3. Supplier Selection
4. Transition
5. Governance Model
6. Results

Report Length

4 pages

Report Author

John Willmott

john.willmott@nelson-hall.com