



Capita Transforming Mortgage and Loan Services

Vendor Assessment
Report Abstract

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8 pages





Who Is This Vendor Assessment For?

NelsonHall's 'Transforming Mortgage & Loan Services' Vendor Assessment for Capita is a comprehensive assessment of Capita's lending industry digital services offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of M&L processes and identifying vendor suitability for M&L 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

Capita has been delivering M&L services since 2009 when it acquired Capmark Services Europe. From 2009 to 2015, Capita grew its M&L services business primarily by acquisition. In 2018 Capita refocused its M&L business on customer management services. The M&L industry is regulated to provide consumer protections, and Capita differentiates based on providing compliant customer interactions which result in high CSAT and customer led transformation to create better customer outcomes.

Since 2020 Capita has refined its strategy structuring its businesses into three divisions, including:

- Capita Experience: M&L services are part of this vertical
- Capita Public
- Capita Portfolio.

Capita's M&L services are focused on "Life Moments that really matter". To aid clients' key life moments, Capita delivers three sets of services:

- Consulting
- Transformation: solution development and implementation
- Operational delivery (BPS).

Scope of the Report

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

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Report Length

8 pages

M&L Services Vendor Assessments Also Available for:

Capgemini
Capita
Coforge
Cognizant
DXC
EXL
Firstsource
FIS
Happiest Minds
Infosys
Mindtree
Mphasis
Sopra Steria
Sutherland
TCS
Tech Mahindra
Wipro
WNS