



# Capita Retail Banking BPS

Vendor Assessment  
Report Abstract

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## Who Is This Vendor Assessment For?

NelsonHall's retail banking BPS vendor assessment for Capita is a comprehensive assessment of Capita's retail banking BPS offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of capital market process outsourcing and identifying vendor suitability for retail banking 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

Capita's retail banking BPS is part of its Asset Services division. Capita's retail banking BPS is focused on loan and mortgage services.

Capita entered the mortgage BPS services via acquisition, including:

- Capmark Services Europe: Capmark's European loan, asset management, and commercial mortgage-backed securities admin services unit, acquired in June 2009
- Barclays Capital Mortgage Servicing securitized commercial loan unit: acquired in February 2011
- Crown Mortgage Services: Crown was a mortgage servicer which had many specialty lenders as clients. Acquired in May 2014
- Western Mortgage Services Limited: acquired in August 2015 as part of the contract with the Cooperative Bank
- Vertex Mortgage Services: included a mortgage origination and administration platform; with U.K. and Canadian clients. Acquired in September 2015.

Vertex has a corporate strategy of growth through acquisition. Capita is likely to continue to acquire mortgage processors to build further scale in the industry.

Capita's retail banking BPS is focused on the U.K. market but provides global support for its global clients

## Scope of the Report

The report provides a comprehensive and objective analysis of Capita's retail banking BPS 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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2. Revenue Summary

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7. Strengths & Challenges
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8. Outlook

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## Report Length

8 pages

## Retail Banking Vendor Assessments also available for:

Atos, Avaloq, Capgemini, Cognizant, Concentrix, Firstsource, FIS, Genpact, HCL, Hexaware, Infosys, NIIT, SLK Global, Tata BSS, TCS, Wipro, WNS