



Capita Transforming Mortgage and Loan Services

Vendor Assessment
Report Abstract

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6 pages





Who Is This Vendor Assessment For?

NelsonHall's Transforming Mortgage and Loan Services Vendor Assessment for Capita is a comprehensive assessment of Capita's Digital Banking Services offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of mortgage and loan process outsourcing and identifying vendor suitability for Transforming Mortgage and Loan 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 entered the mortgage and loan services business in 2009 with the 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 that 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 the U.K. and Canadian clients. Acquired in September 2015.

Capita's M&L services are a part of its Customer Management division, which provides services to regulated industries. In 2018 Capita conducted a major strategy review of all its businesses and determined it wanted to continue in M&L services, but it redesigned its strategic focus to customer management services. Capita's M&L services business is now focused on:

- Customer management services: account remediation and complaints resolution
- Culture change services: in 2013, Capita acquired G2G3 Group and Blue Sky Performance Improvement Ltd., which provided corporate culture change services to clients. Capita is using these capabilities to support lenders seeking to implement operational change and bring new products to market faster.

Scope of the Report

The report provides a comprehensive and objective analysis of transformation of mortgage and loan 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

6 pages

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Mortgage and Loan Services Vendor Assessments Also Available for:

Capgemini

Capita

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EXL

Firstsource

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