



Transforming Intelligent Automation in Banking

Coforge

Report Abstract

April 2023

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9 pages

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Who is this Vendor Assessment for?

NelsonHall’s “Transforming Intelligent Automation in Banking” profile on Coforge is a comprehensive assessment of Coforge’s offerings and capabilities for the BFS sector, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of intelligent automation process services and identifying vendor suitability for intelligent automation services in banking 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

Coforge began its process automation services by automating manual processing for a fund management firm in 2015. Coforge implemented UiPath to automate fund administration processing. As the relationship matured, Coforge expanded the set of services provided to include the setup of a COE and the automation of customer interaction processes, reporting, and general ledger processing.

Coforge’s largest industry vertical is BFS, accounting for 31% of revenues. Intelligent automation contributes 20% of BFS’ revenues. Coforge acquired a 60% interest in SLK Global Solutions in April 2021. SLK was owned by Fifth Third Bank, which still owns 40% of SLK. SLK had a financial services client base located in the U.S. and provided BPS service capabilities in banking, especially in mortgage, card, and payment operations. The acquisition has gone well, with the legacy SLK business supporting rapid growth in the U.S. for Coforge.

Banks and capital markets firms that are looking for implementation services for process automation should consider Coforge.

Scope of the Report

The report provides a comprehensive and objective analysis of Coforge’s BFS-focused intelligent automation offerings, capabilities, and market and financial strength, including:

- Identification of the company’s strategy, emphasis, and new developments
- Analysis of the company’s strengths, challenges, 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 centers.

Intelligent Automation Services in BFS Vendor Assessments also available for:

Accelirate

Capgemini

Datamatics

EY

Firstsource

FIS

Infosys

L&T Infotech

Mphasis

Sopra Steria

TCS

Tech Mahindra

UST

Wipro.

About The Author

Andy is the Banking Sourcing Research Director at NelsonHall, where he has global responsibility for Retail and Commercial Banking and Capital Markets.

Andy assists both buy-side and vendor organizations in assessing opportunities and supplier capability across Banking services, including in the areas of Core Banking, Payments, Mortgages & Loans, and Securities Processing. In these domains, Andy covers professional services, hosting, and BPS.

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About NelsonHall

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We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

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