



Cognizant Capital Markets BPO

Vendor Assessment
Report Summary

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by Andy Efstathiou
Director
NelsonHall

11 pages





Who Is This Vendor Assessment For?

NelsonHall's Retail Banking BPO Vendor Assessment for Cognizant is a comprehensive assessment of Cognizant's retail banking BPO (RB BPO) offerings and capabilities designed for:

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

This NelsonHall assessment analyses Cognizant's offerings and capabilities in capital markets BPO. Cognizant is one of a number of capital markets BPO companies analyzed in NelsonHall's comprehensive industry analysis programs.

Overview

Cognizant is a vendor of consulting, IT and BPO services. It was founded in 1994 as an internal services provider to Dun and Bradstreet. Cognizant became independent in 1996, and went public in 1998. Cognizant is headquartered in the U.S. and delivers services primarily from offshore (mostly India).

Cognizant's CM BPO revenues are generated primarily from securities processing in brokerage and private equity fund accounting. Cognizant's CM BPO clients buy consulting, ITS and BPO.

Cognizant is targeting:

- Tier 1 multinational financial institutions for their brokerage, investment banking, and asset management units
- Tier 1 and 2 private equity firms.

Targets are based in:

- North America: U.S. and Canada
- Europe: U.K., Switzerland, and Germany.

Cognizant CM BPO delivers services from seven primary delivery centers:

- Hyderabad
- Mumbai
- Pune
- Chennai
- Manila
- Singapore
- Shanghai.

Cognizant's CM BPO strategy going forward is to:

- Develop platform based BPO services to go after mid-tier and private equity firms
- Provide CM BPO services coupled with platform modernization (ITS/BPO services)
- Expand its service lines, focusing on accounting and administration services for asset managers and securities valuation services for investment banking and brokerage.

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Scope of the Report

The report provides a comprehensive and objective analysis of Cognizant's capital markets BPO 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.

Report Length

11 pages

Report Author

Andy Efstathiou

andy.efstathiou@nelson-hall.com

Capital Markets BPO Vendor Assessments Also Available for:

Broadridge

EXL

Cognizant

Infosys

iGate

Mphasis

HCL

TCS

Genpact

WNS