

# **Digital Banking Services: Establishing New Digital Banks Market Assessment and Forecast**

Market Analysis  
Abstract

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[www.nelsonhall.com](http://www.nelsonhall.com)





## Who Is This Report For?

NelsonHall's "Digital Banking Services: Establishing New Banks Market Assessment and Forecast" report is a comprehensive market assessment report designed for:

- Sourcing managers investigating sourcing developments within the banking industry
- Vendor marketing, sales and business managers developing strategies to target service opportunities within the banking industry
- Financial analysts and investors specializing in the banking industry sector.

## Scope of the Report

The report analyzes the global market banking operations services and addresses the following questions:

- What is the current and future market for digital banking operations services?
- What is the size and growth of the digital banking operations services market by market segment?
- Within digital banking operations services, which processes are emerging strongly?
- What are the market segments for banking operations services and their characteristics? What are the drivers, benefits, and inhibitors for each segment? What are vendor capabilities by segment?
- What technologies and platforms are being utilized and what are the implications by market segment?
- What are vendor challenges and critical success factors by market segment?
- How vendors are positioned within each banking operations services market segment?
- Additional topics include: contract lengths; pricing models; partnerships; acquisitions; delivery center locations and the use of offshoring; vendor targeting by client size, geography, and industry.



## Key Findings & Highlights

Digital banking services vendors increasingly deliver combined PS, cloud migration, and BPaaS services. Digital operations services are a mature business with tier 1 banks looking to setup subsidiaries to enter new markets and create omnichannel brands/offerings. Adoption and usage models are growing for the startup, regional, and mid-tier market. Vendors are delivering engagements focused on design/deploy services to support business model changes at clients. Digital banking services vendors will deliver hybrid cloud services with cognitive-enabled operations using quality tested components to support business model change. Operational delivery will be agile to support volume fluctuations which previously would not have been sustainable

## Contents

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1. Changing Shape of Digital Services in Banking

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  2. Buy-side Requirements

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  3. Market Size and Growth

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  4. Vendor Market Shares

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  5. Vendor Offerings & Targeting

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  6. Vendor Challenges and Success Factors

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  7. Appendix A: Service Definitions

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  8. Appendix B: Vendor Details

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  9. Appendix C: Key Regulations

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## Report Length

94 pages, consisting of 6 chapters and 3 Appendices

## Report Author

Andy Efstathiou

[Andy.Efstathiou@nelson-hall.com](mailto:Andy.Efstathiou@nelson-hall.com)