



# FIS Intelligent Automation Services in Banking

Vendor Assessment  
Report Abstract

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9 pages





## Who Is This Vendor Assessment For?

NelsonHall's Intelligent Automation Services in Banking Vendor Assessment for FIS is a comprehensive assessment of FIS's Intelligent Automation in Banking offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of intelligent automation processes and identifying vendor suitability for intelligent automation 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

FIS has provided process automation services to banks since 2010. Process automation services were provided to clients as support for FIS' solutions. Today, FIS' intelligent automation services support:

- FIS products: 90%
- Non-FIS products: 10%

FIS focuses its intelligent automation services on automating industry-specific processes. FIS made its first deployment of RPA in a bank's operations by deploying Blue Prism BOTS for a client with licenses for the BOTS but limited technical work staff. To build its RPA business, FIS has built partner relationships with the primary RPA vendors. FIS's focus initially was providing labor for clients looking to automate processes. Over time FIS added reseller arrangements and consulting services to its RPA capabilities.

Two years ago, FIS decided to create its offering with a solution to provide orchestration and intelligence capabilities for BOTS. In February 2020, FIS launched its EPIC platform (see Delivery for description). The initial client was a large bank with large credit card operations and many operations silos. The client needed to be able to see and manage digital processes across silos and heterogeneous technology.

## Scope of the Report

The report provides a comprehensive and objective analysis of intelligent automation 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.

## Contents

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- 1. Background
  - 2. Revenue Summary
  - 3. Key Offerings
  - 4. Delivery Capabilities & Partnerships
  - 5. Target Markets
  - 6. Strategic Direction
  - 7. Strengths & Challenges
    - 7.1 Strengths
    - 7.2 Challenges
  - 8. Outlook
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## Report Length

9 pages

## Managed Services in Banking Vendor Assessments Also Available for:

- Accelarate
- Atos
- Broadridge
- Capgemini
- CGI
- Cognizant
- Conneqt
- Datamatics
- FIS
- Genpact
- Infosys
- LTI
- Mindtree
- Mphasis
- Quantifi
- TCS
- Tech Mahindra
- Teleperformance
- UST
- Virtusa
- Wipro