



# Firstsource Transforming Mortgage and Loan Services

Vendor Assessment  
Report Abstract

April 2020

by Andy Efstathiou  
Director  
NelsonHall

8 pages





## Who Is This Vendor Assessment For?

NelsonHall's Transforming Mortgage and Loan Services Vendor Assessment for Firstsource is a comprehensive assessment of Firstsource'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

Firstsource commenced operations for its lending services business in 2003. Key steps to building its M&L services business include:

- Credit card operations: The first client was a tier-one banking client based in the U.K. that required support for credit card operations.
- Card collections: In 2004, Firstsource acquired ASG to enable it to start delivering collections services for credit card receivables. The collections business is now named Source Advantage.
- Mortgage BPS: In 2016, Firstsource entered the mortgage BPS business with the acquisition of ISGN's mortgage BPS unit in the U.S. The ISGN business, now named SourcePoint, covered processes including:
  - Origination
  - Post-closing
  - Administration
  - Default
  - Title
  - Settlement.

Source Point's revenues have doubled in size since the acquisition.

## 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.

## Contents

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	

## Report Length

8 pages

## Report Author

Andy Efstathiou

[andy.efstathiou@nelson-hall.com](mailto:andy.efstathiou@nelson-hall.com)

## Mortgage and Loan Services Vendor Assessments Also Available for:

Capgemini

Capita

Conneqt

EXL

Firstsource

FIS

Infosys

Kuliza

Mphasis

TCS

Tech Mahindra

Wipro

WNS