



Firstsource Intelligent Automation Services in Banking

**Vendor Assessment
Report Abstract**

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10 pages





Who Is This Vendor Assessment For?

NelsonHall's Intelligent Automation Services in Banking Vendor Assessment for Firstsource is a comprehensive assessment of Firstsource'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

Firstsource focuses its intelligent automation services on integrating human capabilities with digital solutions. It began offering process automation services in 2016. Firstsource began its efforts by delivering automation and RPA services for a U.K. headquartered tier one bank. The client's factoring and commercial lending businesses needed to increase operating efficiency. Firstsource delivered the engagement consisting of rearchitecting workflows, designing, and deploying BOTS.

To drive IA initiatives, Firstsource has been training employees in process reengineering and digital technologies. Firstsource formalized these initiatives when it created the Automation League in mid-2020. The Automation League has brought in 4k Firstsource employees to advance the deployment of digital practices in their ITS work. FSL launched a pilot batch of the Citizen Development program called Automation League with 100 participants who went through an 8-week training on automation and have developed 100+ automation which can be scaled across multiple business units within the organization.

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.

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Report Length

10 pages

Managed Services in Banking Vendor Assessments Also Available for:

Accelirate

Atos

Broadridge

Capgemini

CGI

Cognizant

Conneqt

Datamatics

FIS

Genpact

Infosys

LTI

Mindtree

Mphasis

Quantifi

TCS

Tech Mahindra

Teleperformance

UST

Virtusa

Wipro