



Firstsource Transforming Mortgage and Loan Services

Vendor Assessment
Report Abstract

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10 pages





Who Is This Vendor Assessment For?

NelsonHall's 'Transforming Mortgage & Loan Services' Vendor Assessment for Firstsource is a comprehensive assessment of Firstsource's lending industry digital services offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of M&L processes and identifying vendor suitability for M&L 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 has built its lending services business via acquisitions. Key steps include:

- **Credit card operations:** Firstsource started providing support for credit card operations to a tier-one U.K. lender in 2003. In 2004 it acquired ASG (now Source Advantage), a credit card receivable collections business
- **Mortgage BPS:** In 2016, Firstsource acquired ISGN (now Sourcepoint), a full-service mortgage BPO service provider
- **Portfolio due diligence and securitization:** In December 2021, Firstsource acquired StoneHill Group, a provider of mortgage QC and due diligence services. StoneHill has proprietary solutions it uses in its QC services. Clients are typically lenders looking to securitize portfolios or buy securitized portfolios
- **Collections:** In December 2021, Firstsource acquired American Recovery Services Inc. (ARSI), a nationwide provider of collections services for consumer loans entering legal proceedings.

Based on its two recent acquisitions, Firstsource will be focusing its growth over the next several years on services supporting portfolio securitization and late-stage collections services.

Scope of the Report

The report provides a comprehensive and objective analysis of M&L 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

M&L Services Vendor Assessments Also Available for:

Capgemini
Capita
Coforge
Cognizant
DXC
EXL
Firstsource
FIS
Happiest Minds
Infosys
Mindtree
Mphasis
Sopra Steria
Sutherland
TCS
Tech Mahindra
Wipro
WNS