



Firstsource Next Generation Mortgage and Loan BPS

**Vendor Assessment
Report Abstract**

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Who Is This Vendor Assessment For?

NelsonHall's Next Generation Mortgage and Loan (M&L) BPS vendor assessment for Firstsource is a comprehensive assessment of Firstsource's next generation M&L BPS offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of capital market process outsourcing and identifying vendor suitability for M&L BPS 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

This NelsonHall assessment analyzes Firstsource's offerings and capabilities in mortgage and loan BPS. Firstsource is one of a number of mortgage and loan BPS companies analyzed in NelsonHall's comprehensive industry analysis programs.

Firstsource started its banking BPS business in 2002, and its operations commenced in 2003. The first client was a tier one banking client in the U.K. which required support for credit card operations. In 2004, Firstsource acquired ASG (founded in 1995) to enable it to start delivering collections services for credit card receivables.

In 2016, Firstsource entered the mortgage BPS business with the acquisition of ISGN's mortgage BPS unit. ISGN's mortgage BPS began in 1995 and was headquartered in the U.S. The acquisition was announced in January and closed in May of 2016. The ISGN business covered processes including:

- Origination
- Administration
- Title
- Settlement
- Valuations.

At the time, ISGN's mortgage BPS had:

- 1k employees
- Delivery centers in the U.S. and India
- ~100 clients.

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Scope of the Report

The report provides a comprehensive and objective analysis of Firstsource's M&L 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.

Report Length

9 pages

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M&L BPS Vendor Assessments Also Available for:

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