



# Impact of Digital on IT Services in the Capital Markets Sector: 2018

Market Analysis  
Report Abstract

January 2018

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49 pages

January 2018  
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## Who Is This Report For?

NelsonHall's "Impact of Digital on IT Services in Capital Markets Sector: 2018" report is a comprehensive market assessment report designed for:

- Sourcing managers investigating sourcing developments within the capital markets sector
- Vendor marketing, sales and business managers developing strategies to target IT services (ITS) opportunities within the capital markets sector
- Financial analysts and investors specializing in the IT services and BPS sector.

## Scope of the Report

The report is based on interviews with executives in the Capital Markets sector in the U.S., U.K., Continental Europe, and Asia Pacific.

The report analyzes the worldwide market for IT services within the capital markets sector and addresses the following questions:

- What are the principal business priorities faced by organizations in the capital markets sector?
- What IT initiatives are planned by organizations in the capital markets sector?
- How relevant are digital initiatives to organizations in the capital markets sector?
- What digital initiatives are planned by organizations in the capital markets sector?
- What business areas are targeted for digital initiatives by organizations in the capital markets sector?
- What digital technologies are planned to be introduced by organizations in the capital markets sector?
- What are the key selection criteria used by organizations in the capital markets sector to select suppliers to implement digital initiatives?
- What shifts in sourcing approach are expected by executives in the capital markets sector over the next three years?
- How do companies in the capital markets sector expect their spend on ITS services to change over the next three years?



## Key Issues & Highlights

Capital markets firms are facing instability and uncertainty in global markets, arising from political factors causing economic uncertainty and from shifts in economic growth leading to a reduced and uncertain planning horizon. At the same time, some of the same factors are leading to rapid changes in compliance and regulatory reporting requirements, with capital markets firms needing to stay abreast of regulatory change and minimize the number of regulatory incidents.

This drives a need to ensure that personnel have the correct qualifications and training for their role and a desire to reduce staff churn, especially faced with the rising cost of recruiting.

Digital is a significant mechanism in addressing these issues and 79% of capital markets companies see digital as highly relevant to their industry. In particular, capital markets companies are:

- Expanding the use of digital and automation to reduce the cost of doing business
- Focusing their digital initiatives on expanding customer self-service and trading platforms
- Modernizing their application landscapes and automating IT operations to free up their transformation budgets
- Increasingly using niche specialists in support of digital initiatives.

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6.	Digital Initiatives Planned
7.	Anticipated Changes in IT Budget

## Report Length

49 pages, consisting of 7 chapters

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