



Impact of Digital on IT Services in the Capital Markets Sector: 2019

Market Analysis
Report Abstract

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Who Is This Report For?

NelsonHall's "Impact of Digital on IT Services in Capital Markets Sector: 2019" 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 placing a primary focus on increasing operational efficiencies and growing their businesses. Two major business priorities to improve operating costs and expand the customer base identified unprompted by capital markets companies were:

- Reducing administrative and compliance costs through expanded use of automation
- Growing customer base through identifying new markets and reducing the costs of new business acquisition

Accordingly, capital markets companies are:

- Identifying and pursuing digital initiatives to improve customer experience and accelerate service delivery
- Adopting DevOps and digitalizing applications landscapes to accelerate time to market and reduce IT service costs
- Prioritizing the engagement of vendors with UX consulting and design capabilities and agile development skills to implement cloud and SaaS solutions.

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Report Length

55 pages, consisting of 6 chapters

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