



Impact of Digital on IT Services in the Capital Markets Sector: 2020

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: 2020" 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

The principal business priorities for capital markets companies are primarily focused on reducing costs and speed of service delivery while entering new markets. The two primary business priorities identified unprompted by capital markets companies were:

- Reducing costs and accelerate service delivery through the expanded use of automation
- Expanding the client base through entry into new geographic and sector markets.

Accordingly, capital market companies are:

- Focusing on implementing analytics, and cognitive/machine learning/deep learning-based applications to improve customer and market analytics
- Looking to implement RPA and automation technologies to reduce manual effort and administrative costs
- Expand the adoption of cloud and SaaS to modernize the application landscape and reduce costs.

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Report Length

54 pages, consisting of 6 chapters

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