



Infosys Transforming Mortgage and Loan Services

Vendor Assessment
Report Abstract

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8 pages





Who Is This Vendor Assessment For?

NelsonHall's Transforming Mortgage and Loan Services Vendor Assessment for Infosys is a comprehensive assessment of Infosys's Digital Banking Services offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of mortgage and loan process outsourcing and identifying vendor suitability for Transforming Mortgage and Loan 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

Infosys started providing banking operations services to banks with a focus on data management and banking industry-specific processes. In 2002 it formed a joint venture with Citibank Investments called Progeon. In 2006, Infosys acquired all Progeon and renamed it Infosys BPO. In 2018, Infosys BPO was renamed as Infosys BPM.

Infosys began its mortgage and loan (M&L) BPO business in 2003 with a U.S. lender to provide data entry services. It started its first engagement with origination services, including underwriting support, fulfillment, and some call center support. Over time, Infosys has added other underwriting mortgage origination clients. During the banking crisis, several of these clients were lost. After the crisis started, Infosys spent 18 months rebuilding the M&L BPO business.

Infosys M&L services business has been active globally but focused on the North American marketplace. In mid-2019, Infosys closed its acquisition of 75% of Stater for \$140m. Stater was an ABN AMRO subsidiary, with ABN AMRO retaining a 25% interest in Stater. Stater is the largest mortgage services provider in the Benelux region. The Stater acquisition is part of Infosys' strategy of expanding its presence in multiple markets around the globe.

Scope of the Report

The report provides a comprehensive and objective analysis of transformation of mortgage and loan 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

8 pages

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Mortgage and Loan Services Vendor Assessments Also Available for:

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