



# **Infosys Next Generation Mortgage and Loan BPS**

**Vendor Assessment  
Report Abstract**

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**10 pages**





## Who Is This Vendor Assessment For?

NelsonHall's Next Generation Mortgage and Loan (M&L) BPS Vendor Assessment for Infosys is a comprehensive assessment of Infosys' 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 Infosys' offerings and capabilities in mortgage and loan BPS. Infosys is one of a number of mortgage and loan BPS companies analyzed in NelsonHall's comprehensive industry analysis programs.

Infosys began its BPS initiatives with a focus on data management and banking industry-specific processes. It began by forming a joint venture with Citibank Investments in 2002, called Progeon. In 2006, Infosys acquired all of Progeon and renamed it Infosys BPO.

Infosys entered the mortgage and loan (M&L) BPS business in 2003 with a lender, Greenpoint Mortgage, to provide data entry services. Infosys wanted to pursue BPS by focusing on services which were data entry dependent, rather than voice dependent. 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, including Greenpoint, which had merged with WAMU. After the crisis started, Infosys spent 18 months rebuilding the M&L BPS business.

## Contents

1. Background

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2. Revenue Summary

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3. Key Offerings

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4. Delivery Capabilities & Partnerships

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5. Target Markets

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6. Strategic Direction

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7. Strengths & Challenges
  - 7.1 Strengths

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  - 7.2 Challenges

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8. Outlook

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## Scope of the Report

The report provides a comprehensive and objective analysis of 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

10 pages

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## M&L BPS Vendor Assessments Also Available for:

Atos

Capgemini

Computershare

First Source

Genpact

IBM

Infosys

Intelenet

Mphasis

SLK Global

Sutherland

Tata BSS

TCS

Wipro

WNS.