



Infosys Capital Markets BPO

Vendor Assessment
Report Abstract

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14 pages





Who Is This Vendor Assessment For?

NelsonHall's Retail Banking BPO Vendor Assessment for Infosys is a comprehensive assessment of Infosys's retail banking BPO (RB BPO) offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of capital market process outsourcing and identifying vendor suitability for CM BPO 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 analyses Infosys's offerings and capabilities in capital markets BPO. Infosys is one of a number of capital markets BPO companies analyzed in NelsonHall's comprehensive industry analysis programs.

Infosys' capital markets BPO services are delivered out of its BPO unit, which was founded in 2002. Infosys entered the capital markets BPO (CM BPO) business in 2002 with the acquisition of Progeon. Progeon was a joint venture of Citibank (26% ownership) and Infosys (74% ownership). Progeon provided both CM BPO and RB BPO to Citibank. Over time Progeon added other banking clients, primarily from existing ITS clients of Infosys, who wanted to add BPO services. In 2006, Infosys acquired Citibank's ownership share of Progeon and renamed the entity Infosys BPO Ltd.

Infosys' CM BPO services are focused on data management, reconciliation, trade management, transfer agency and fund accounting.

Infosys BPO delivers services from seven primary delivery centers:

- Bangalore
- Pune
- Gurgaon
- Atlanta
- Brno, Czech
- Australia
- Huang Zhou

Infosys' primary targets are:

- Tier 1 global banks
- Tier 1 investment banks and broker/dealers
- Asset managers
- Global custodians
- Existing clients of Infosys' IT services
- Market data vendors

- Tier 2 and 3 capital markets firms in emerging markets for platform based BPO

Infosys intends to expand its CM BPO revenues by pursuing three primary client types:

- Tier 1 asset managers:
 - Build new relationships with targeted platform based BPO services (reconciliation and compliance)
 - Expand existing relationships by proposing adjacent processes for outsourcing. Perceived demand is for broader process bundles to be outsourced
 - Expand support for transactions in additional markets based on domain expertise from anchor client engagement
- Wealth managers: build new relationships with services delivering account opening, securities research, and compliance
- Investment banks: target new relationships with reconciliation, and compliance services.

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Scope of the Report

The report provides a comprehensive and objective analysis of Infosys's capital markets BPO 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

14 pages

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Capital Markets BPO Vendor Assessments Also Available for:

Broadridge

EXL

Genpact

Infosys

iGate

Mphasis

HCL

TCS

Wipro

WNS