



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

**Vendor Abstract  
Report Summary**

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**by Andy Efstathiou**

**Director**

**NelsonHall**

**10 pages**





## Who Is This Vendor Assessment For?

NelsonHall's Digital Banking Services Vendor Assessment for Intelenet is a comprehensive assessment of Intelenet's Next Generation Mortgage and Loan BPS offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of capital market process outsourcing and identifying vendor suitability for Mortgage and Loan 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 Intelenet's offerings and capabilities in Mortgage and Loan BPS. Intelenet is one of a number of banking operations services companies analyzed in NelsonHall's comprehensive industry analysis programs.

### Overview

Intelenet Global Services (Intelenet) started operations in 2001 delivering contact center and back-office services for banking and insurance companies out of a center in Mumbai. Intelenet was founded as a joint venture between Housing Development Finance Corp. (HDFC) and Tata Consulting Services (TCS). In August 2004, Barclays Bank purchased TCS' former 50% stake in Intelenet from HDFC for £19m. Today, after several changes in ownership, Blackstone is the primary investor in Intelenet.

Intelenet began its mortgage and loan (M&L) BPS services in 2005, providing data entry services from paper documents to support a global bank's origination processing for mortgages. Over time, the range of services provided expanded into all lending processes, except default management services. For the first six years, Intelenet delivered M&L BPS processes which were rules-based. After 2011, Intelenet began delivering discretionary based services. Specifically, Intelenet has been underwriting loan approvals subject to a set of criteria (e.g., size limits, and risk parameters).

## Scope of the Report

The report provides a comprehensive and objective analysis of Mortgage and Loan BPS 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

10 pages

## Report Author

Andy Efstathiou

[andy.efstathiou@nelson-hall.com](mailto:andy.efstathiou@nelson-hall.com)

## Mortgage and Loan BPS Vendor Assessments Also Available for:

Accenture

Computershare

Conneqt

DXC

Firstsource

FIS

HCL

Infosys

Intelenet

Mphasis

Tech Mahindra

TCS

Wipro

WNS