



Intelenet Next Generation Mortgage and Loan BPS

**Vendor Assessment
Report Abstract**

August 2017

**by Andy Efstathiou
Director
NelsonHall
9 pages**





Who Is This Vendor Assessment For?

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

Intelenet Global Services (Intelenet) is a private company founded in 2001 and headquartered in Mumbai. From its inception, Intelenet has delivered services to the financial services industry. Intelenet was founded as a joint venture between Housing Development Finance Corp. (HDFC) and Tata Consulting Services (TCS). In July 2004, TCS sold its stake to HDFC to focus on its own non-voice BPO services. In August 2004, Barclays Bank purchased TCS' former 50% stake in Intelenet from HDFC for £19m. In 2007, the management team led a buyout of Intelenet (with an estimated \$200m purchase price). Today, after additional changes in ownership, Blackstone owns 75%, HDFC 19%, and management owns 5% of Intelenet.

This report focuses on Intelenet's mortgage and loan (M&L) BPS services. Intelenet began its 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, Intelenet has evolved its M&L BPS services to deliver most sub-processes for each major tower of M&L BPS services.

Contents

1. Background

2. Revenue Summary

3. Key Offerings

4. Delivery Capabilities & Partnerships

5. Target Markets

6. Strategic Direction

7. Strengths & Challenges
 - 7.1 Strengths

 - 7.2 Challenges

8. Outlook

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

9 pages

Report Author

Andy Efstathiou

andy.efstathiou@nelson-hall.com

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.