



SLK Global Retail Banking BPS

Vendor Abstract
Report Summary

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9 pages





Who Is This Vendor Assessment For?

NelsonHall's retail banking BPS vendor assessment for SLK Global is a comprehensive assessment of SLK Global's retail banking BPS offerings and capabilities designed for:

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

SLK's retail banking BPS activities began in 2005, when a regional bank required BPS support for its lockbox offering. The services required were:

- Imaging and data capture
- Check exception processing.

The lockbox service was sub-scale, poor quality, and was losing money for the bank. SLK was able to improve process efficiency, reduce cost and increase accuracy, from a 90% initial state to its 99.9875% current state.

SLK delivers retail banking BPS services from five delivery centers:

- Bangalore
- Pune
- Kolhapur
- Philippines
- Dallas.

SLK currently delivers retail banking BPS support to clients in the U.S. only, but is readying to service customers in the U.K./Europe and Australia.

SLK's primary targets for retail banking BPS are:

- Regional banks headquartered in the U.S.
- Payments processors in the U.S.
- Mortgage lenders in the U.S.
- Mortgage service providers (title insurance, appraiser management companies) in the U.S.

In future, SLK will continue to target the same clients for its retail banking BPS.

SLK is looking to grow its retail banking BPS business by:

- Focusing on regional banks in the U.S. and up-selling existing banking software product clients to include BPS services
- Focusing specifically on loan underwriting and administration services, with platform support for BPS
- Providing project based process improvements utilizing a proprietary process transformation methodology to direct processing changes.

The primary focus in the next 12 months will be on:

- Increasing automation in its mortgage services
- Enhancing payment processing capabilities with a combined IT and analytics BPS service to mitigate card fraud, based on pattern recognition
- Increasing partnerships with third party solution vendors (e.g. fraud mitigation solution vendor)
- Expanding voice delivery capabilities with the expansion of delivery capabilities in Manila
- Expanding onshore delivery capabilities to increase the scope of engagements with its regional bank client base.

SLK will increasingly look to combine consulting and ITS as part of its retail banking BPS engagements.

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Scope of the Report

The report provides a comprehensive and objective analysis of SLK Global's retail banking 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.

Report Length

9 pages

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Retail Banking BPS Vendor Assessments Also Available for:

Avaloq
Capgemini
Capita
Cognizant
Firstsource
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HCL
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