



SLK

Analytics and Reporting BPS in Banking

**Vendor Assessment
Report Abstract**

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8 pages





Who Is This Vendor Assessment For?

NelsonHall's Analytics and Reporting BPS in Banking vendor assessment for SLK is a comprehensive assessment of SLK's analytics and reporting BPS in banking offerings and capabilities designed for:

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

Overview

SLK Group is a private company, founded in 2000, with U.S. headquarters based in Dallas. It has ~5k employees as of June 30, 2015. SLK Group has two subsidiaries:

- SLK Global: provides BPO services to financial institutions active in the mortgage lending industry
- SLK Software Services: provides software solutions and services.

SLK's mortgage BPS activities began in 2002, when a leading flood compliance provider engaged SLK to digitize FEMA maps for flood zone determination. In 2009, SLK began its analytics and reporting BPS activities when a regional U.S. bank made a minority equity investment in SLK, to enhance its mortgage delivery capabilities. At that point, SLK began to focus on mortgage originations, as opposed to transaction processing for retail banking. As part of SLK's focus on mortgage originations, it started delivering underwriting services including risk, fraud, and AML analytic services. SLK has launched products in mortgage compliance space that address existing compliance guidelines including the new TRID guidelines. SLK also provides data analytics related services in data warehousing and BPM space.

Delivery Capabilities

SLK delivers analytics and reporting BPS delivers services, mainly from two delivery centers:

- Bangalore
- Pune
- Client onsite and other SLK offices.

SLK has additional delivery centers in which it intends to add reporting and analytics BPS staff in the near future, as needed. These include:

- Dallas
- Third tier Indian city
- Manila: voice services, including voice analysis.

SLK currently delivers analytics and reporting BPS support to clients in the U.S. only.

Target Markets

SLK's primary targets for analytics and reporting BPS are:

- Regional banks headquartered in the U.S.
- Payments processors in the U.S.
- Mortgage processing services providers (appraisers) in the U.S.

In future, SLK will continue to target the same clients for its BFS analytics BPS.

Strategic Direction

SLK is looking to grow its analytics BPS business by:

- Focusing on retail banking processes, specifically loan underwriting and fraud detection services
- Focusing on regional banks and payment processors
- Providing project based Kaizen improvements to analytics processes.

The primary focus in the next 12 months will be:

- Expanding its onshore delivery capability to support new client engagements requiring an onshore presence
- Creating greater linkage in its offerings between ITS and BPS services in analytics
- Supporting reporting on additional transactions (payments) products.

SLK will not be selling its analytic BPS offerings as a standalone service; they will still be a part of the overall mortgage origination and transaction processing BPS services which it offers. SLK will increasingly look to combine consulting and ITS as part of its analytics BPS engagements.

For the foreseeable future, SLK will continue to target firms headquartered and operating in the U.S.

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Scope of the Report

The report provides a comprehensive and objective analysis of SLK's Analytics and Reporting BPS in Banking 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

8 pages

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Analytics and Reporting BPS in Banking Vendor Assessments Also Available for:

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