



TCS Next Generation Mortgage and Loan BPS

**Vendor Assessment
Report Abstract**

July 2018

**by Andy Efstathiou
Director
NelsonHall
11 pages**





Who Is This Vendor Assessment For?

NelsonHall's Digital Banking Services Vendor Assessment for TCS is a comprehensive assessment of TCS'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 TCS's offerings and capabilities in Mortgage and Loan BPS. TCS is one of a number of banking operations services companies analyzed in NelsonHall's comprehensive industry analysis programs.

Overview

TCS began delivering M&L BPS services in 2002 with a global bank providing data entry and management services. Two years later it began delivering support for retail, commercial, and correspondent mortgage originations for first and second mortgages. In 2008, TCS established an onshore delivery for M&L BPS by acquiring onshore U.S. delivery capacity.

Today, TCS supports ~345 mortgage processes (voice and non-voice) and ~30 commercial lending processes across the loan life cycle which includes origination, loan servicing, and default servicing. TCS supports the entire value chain of operations for residential mortgage and loan operations across North America, LATAM, Europe, MEA and APAC region through its expanding global locations across India, Philippines, US, and Mexico. (See Delivery for additional detail). In the past year, it has added three new delivery centers in second-tier Indian cities

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.

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

Report Length

11 pages

Report Author

Andy Efstathiou

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