



TCS

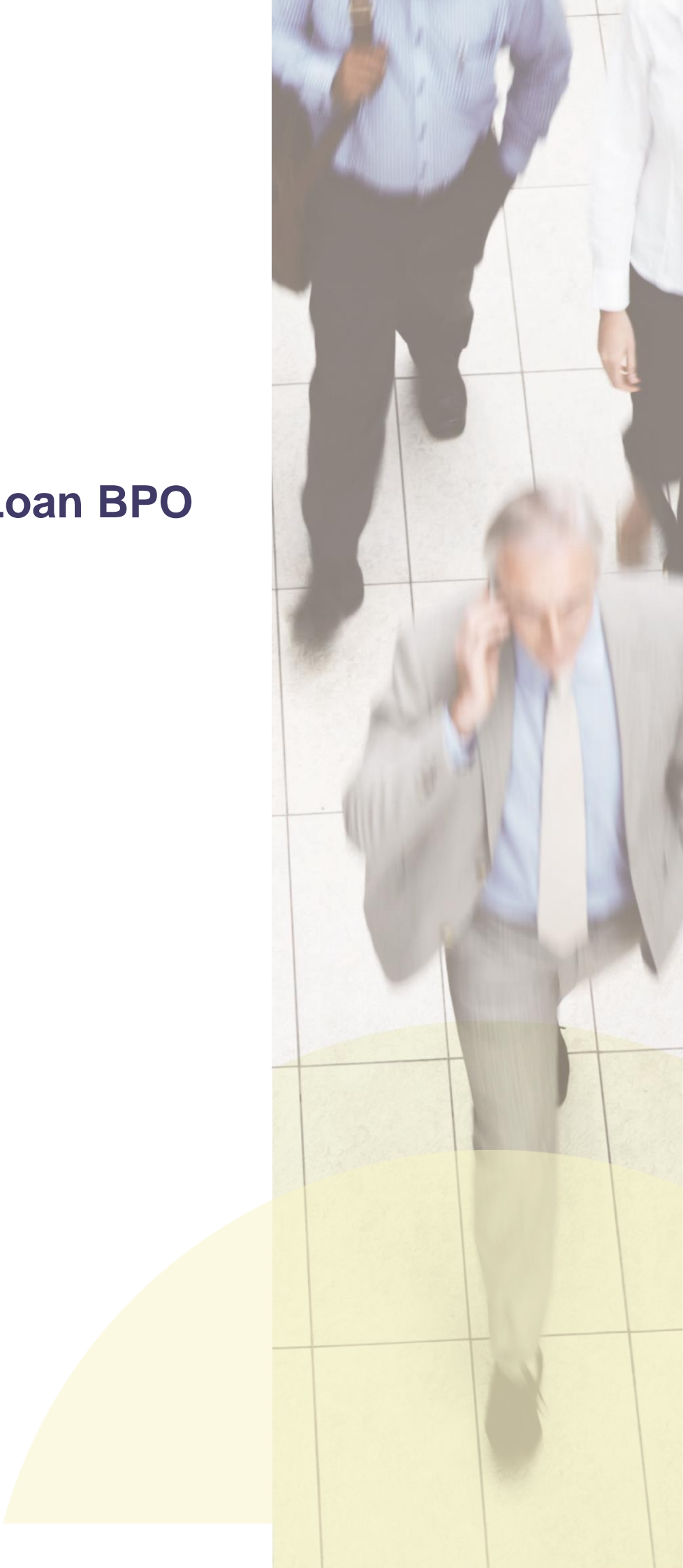
Mortgage and Loan BPO

**Vendor Assessment
Report Summary**

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10 pages





Who Is This Vendor Assessment For?

NelsonHall's Mortgage and Loan (M&L) BPO vendor assessment for TCS is a comprehensive assessment of TCS' M&L BPO 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 BPO 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' offerings and capabilities in capital markets BPO. TCS is one of a number of reference data management BPO companies analyzed in NelsonHall's comprehensive industry analysis programs.

Overview

TCS started in M&L BPO services in 2002, with originations processing for Citibank. At that time Citibank wanted to expand lending in mortgages (both first and second mortgages), but did not want to invest in permanent originations processing capacity to support that line of business. By 2004, Citibank wanted to increase its value from the engagement beyond capacity to cost savings; to support that effort, TCS started delivering M&L BPO (in 2004) to support retail, commercial, and correspondent mortgage originations for first and second mortgages. By 2008, TCS had expanded its service delivery for M&L BPO outside of India, by acquiring onshore U.S. delivery capacity.

Delivery Capabilities

TCS M&L BPO delivers service from seven delivery centers:

- Mumbai
- Chennai
- Gandhinagar
- Kolkata
- Cincinnati
- Guadalajara
- Manila.

Target Markets

TCS' primary targets for M&L BPO are:

- Global retail banks headquartered in the U.S., Canada, India, Australia, and Europe
- Mortgage service providers in India, the U.S., and Europe
- Regional banks in the U.S., LATAM, Middle East, and Australia.

In future, TCS will continue to target global institutions, while expanding its targeting to lenders which are regional in scope. The current focus in M&L BPO is on default management, and originations.

Strategic Direction

TCS' strategy is to offer M&L BPO where it can provide re-engineering services to reduce costs and increase flexibility. This allows clients to:

- Address the challenges and costs of increased regulations
- Introduce new offerings to market or enter new markets
- Exit offerings and markets with little cost.

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Scope of the Report

The report provides a comprehensive and objective analysis of TCS' M&L BPO 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

10 pages

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M&L BPO Vendor Assessments Also Available for:

Accenture

CSC

EXL

Genpact

HCL

Infosys

TCS

Wipro

WNS

Xerox