



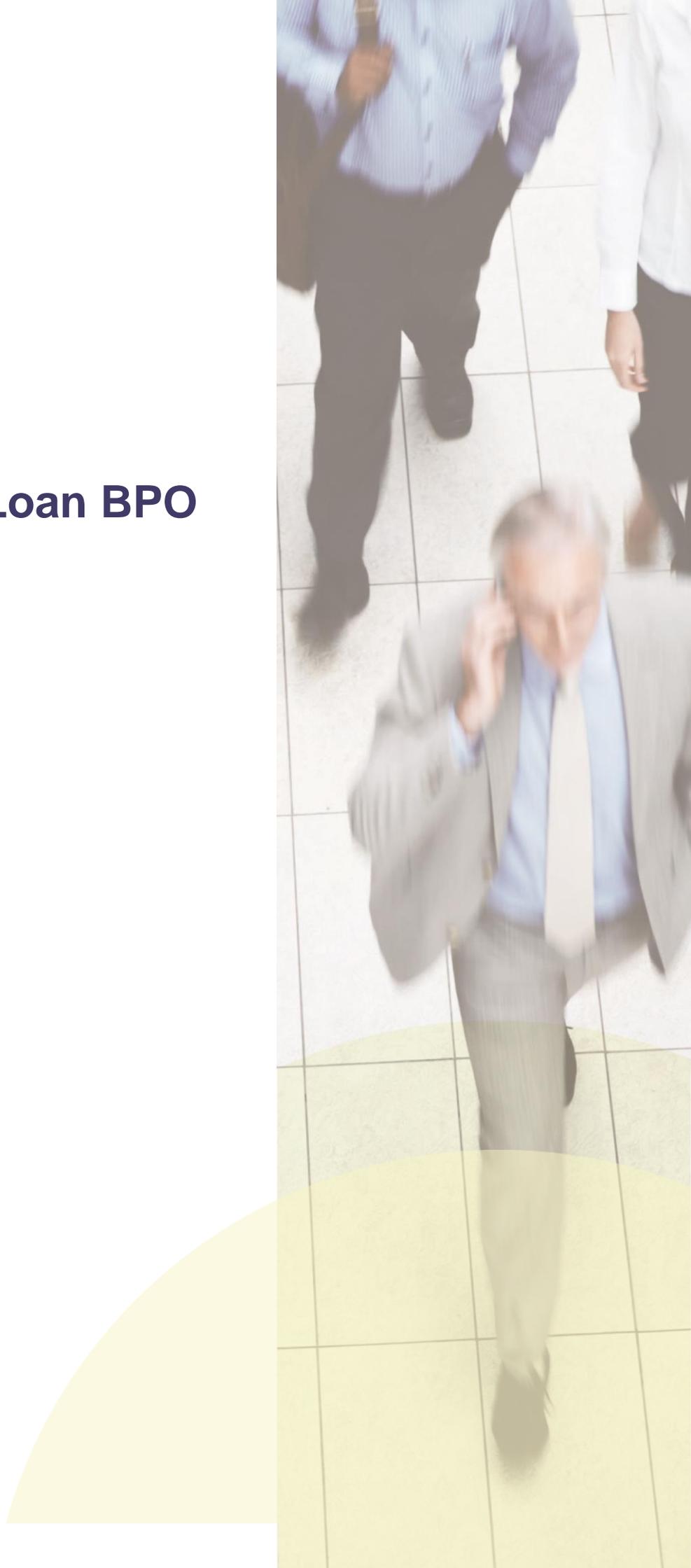
Xerox Mortgage and Loan BPO

**Vendor Assessment
Report Abstract**

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9 pages





Who Is This Vendor Assessment For?

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

Overview

ACS established its M&L BPO capabilities with the acquisition of Intellifile in September 1995. Intellifile was established in 1987 to facilitate document image processing undertaken at Lomas Mortgage USA. Intellifile provided ACS with:

- Solution selling capabilities
- Consulting and systems integration skills
- Turnkey document scanning applications
- Product development capabilities
- High volume paper scanning capabilities.

When Lomas Mortgage became troubled in 2000, ACS took over the core loan processing infrastructure at Lomas, and delivered service to both Lomas and other mortgage lenders. Over the years ACS has added lending clients, though during the recession it lost some lending clients when they declared bankruptcy (e.g. WAMU, Century Mortgage).

Over the years, Xerox has expanded its M&L BPO business into:

- Auto loans: auto loan collection call center services and servicing platform
- Credit cards: call center and transaction processing services
- Student loans: call center and loan servicing.

Delivery Capabilities

Xerox BPO delivers mortgage BPO services from seventeen centers across the globe including the U.S., India, Philippines, Guatemala, Mexico, Jamaica and the Dominican Republic.

Each delivery center (except the student loan centers) delivers a much broader range of services than just M&L BPO.

Target Markets

Xerox has mortgage BPO clients, all of which are U.S. based. They include:

- Global financial institutions
- Regional banks
- Investors
- Mortgage lenders
- Mortgage servicers
- Mortgage technology vendors
- Government related secondary markets.

Xerox has M&L clients, including cards, auto, and student loans. Xerox is aiming to grow its business in the next 12 months by focusing on helping organizations which want to:

- Outsource document capture and management operations to reduce their capital commitment to those businesses
- Outsource customer care and/or voice collections to an onshore provider
- Convert CAPEX to OPEX by buying a BPaaS M&L service.

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Scope of the Report

The report provides a comprehensive and objective analysis of Xerox's 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

9 pages

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M&L BPO Vendor Assessments Also Available for:

Accenture

Cognizant

CSC

EXL

Genpact

HCL

Infosys

TCS

Wipro

WNS