

# Case studies: Feasibility study for offshoring capital market BPO processes to India



## Situation

- A global financial services company was evaluating the feasibility of offshoring capital markets BPO process to India
- The client wanted to understand the current offshore maturity for capital markets BPO including the asset classes supported, prevalent sourcing models, pricing models, supplier landscape, and skill availability in India for capital markets BPO

## Services provided

- Everest used its existing IP and extensive research experience in capital markets BPO processes and leveraged a combination of primary and secondary sources to examine each of the areas of interest to the client
- Everest evaluated the capital markets BPO maturity and activity separately for investment banking, custody and fund administration, and asset management sub-verticals

## Results

- Based on Everest analysis, the client benchmarked their current offshore footprint in capital markets BPO versus key peers
- Further, the client leveraged the research output to develop a roadmap for its capital markets BPO offshoring strategy