

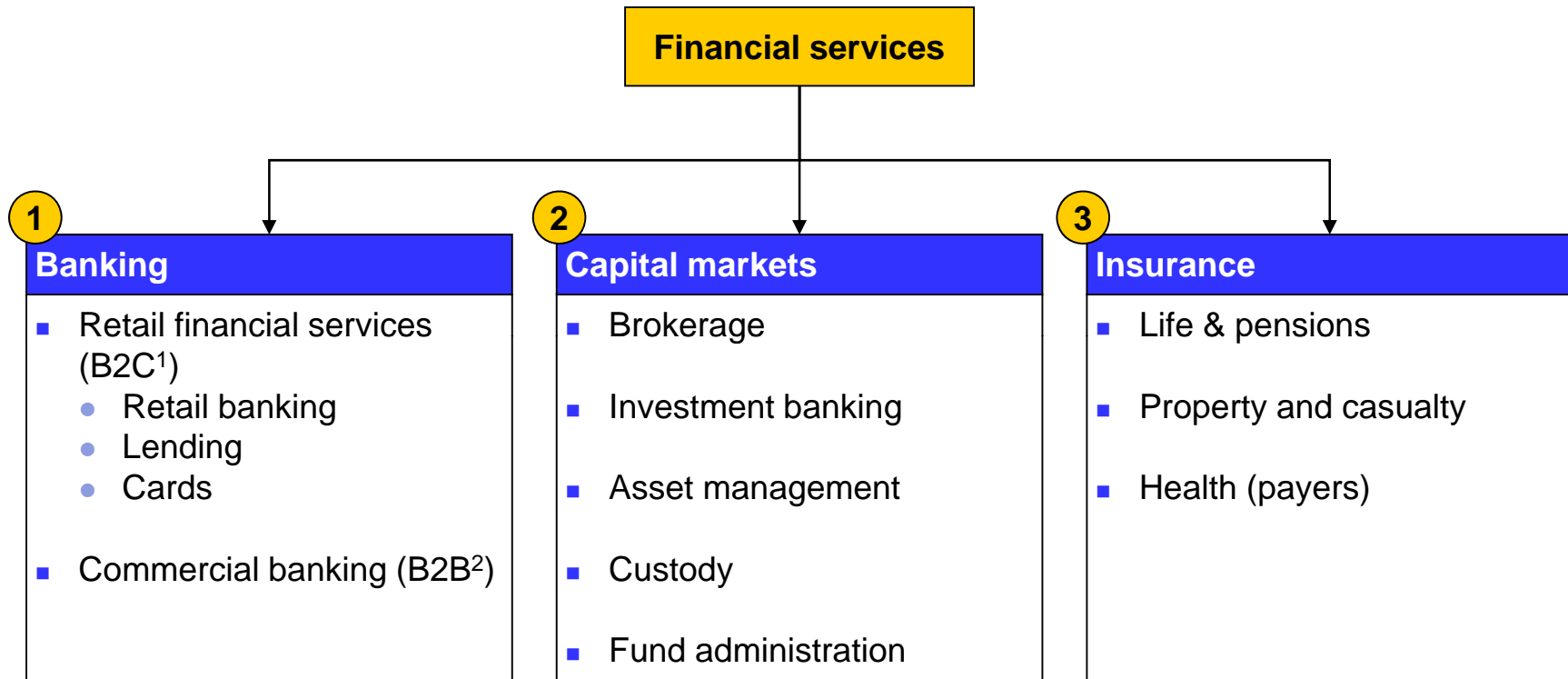


RESEARCH INSTITUTE

**Financial Services BPO (FS BPO)  
Service Provider profile: December 2010**

**Sample Service Provider Profile**

# Everest definition of financial services includes the following three segments



1 Business-to-consumer relationships  
2 Business-to-business relationships

# ABC (page 1 of 5)

## Financial services BPO overview



**Company overview:** Xxxx

**Key FS BPO leaders**

- Xxxx

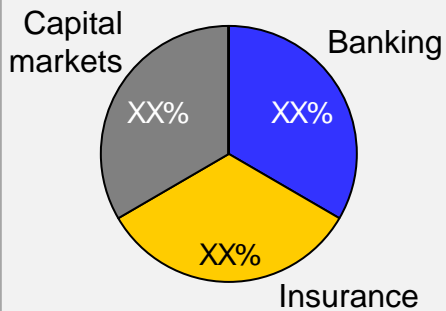
**Financial overview**

	2008	2009	2010
<b>Revenue (US\$ million)</b>	Xx	Xx	Xx
<b># of FTEs</b>	Xx	Xx	Xx
<b># of clients</b>	Xx	Xx	Xx

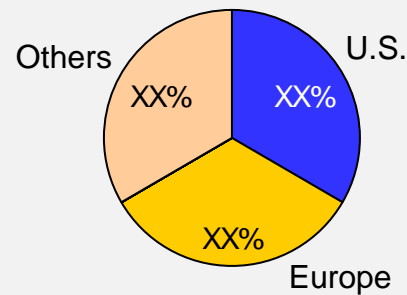
**Key FS developments (investment/acquisition)**

- 2010: Xxxx
- 2009: Xxxx

**FS BPO revenue mix by segment**



**FS BPO revenue mix by geography**



**FS technology landscape**

- **Banking:** Xxxx
- **Insurance:** Xxxx
- **Capital markets:** Xxxx

Source: Everest Research Institute (2010)

# ABC (page 2 of 5)

## Financial services BPO location landscape



Source: Everest Research Institute (2010)

1 Banking BPO overview

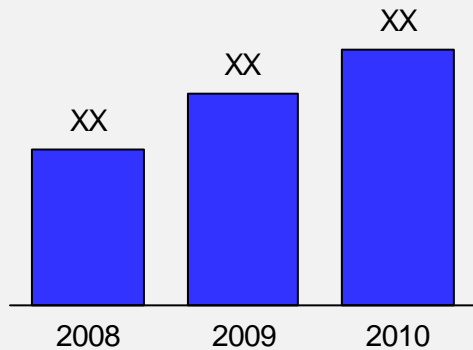


Major banking BPO clients: Xxxx

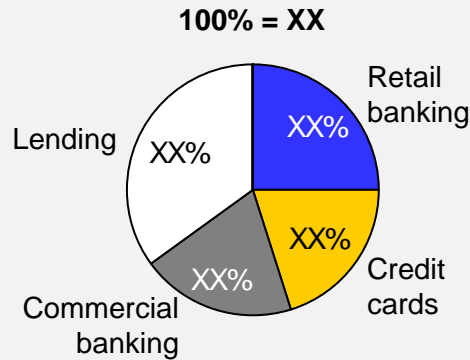
Banking BPO engagements

Contract date	Client	Contract details (tenure, size, scope, etc.)
Xx	Xx	Xx

Banking BPO scale of operations  
Number of FTEs



Banking BPO scale by sub-segment  
Number of FTEs



Banking BPO service suite

- Xxxx
- Xxxx
- Xxxx

Source: Everest Research Institute (2010)

## 2 Capital markets BPO overview



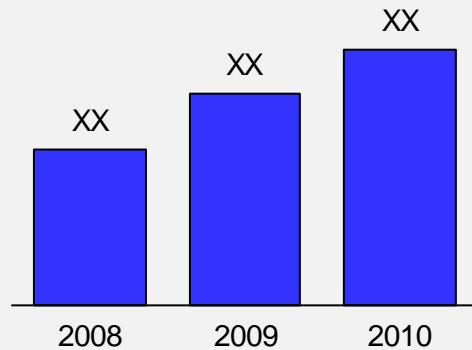
Major capital markets BPO clients: Xxxx

### Capital markets BPO engagements

Contract date	Client	Contract details (tenure, size, scope, etc.)
Xx	Xx	Xx

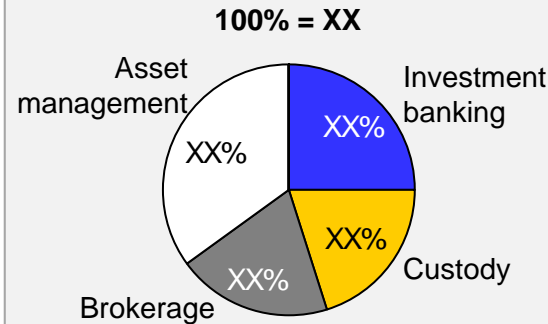
### Capital markets BPO scale of operations

Number of FTEs



### Capital markets BPO scale by sub-segment

Number of FTEs



### Capital markets BPO service suite

- Xxxx
- Xxxx
- Xxxx

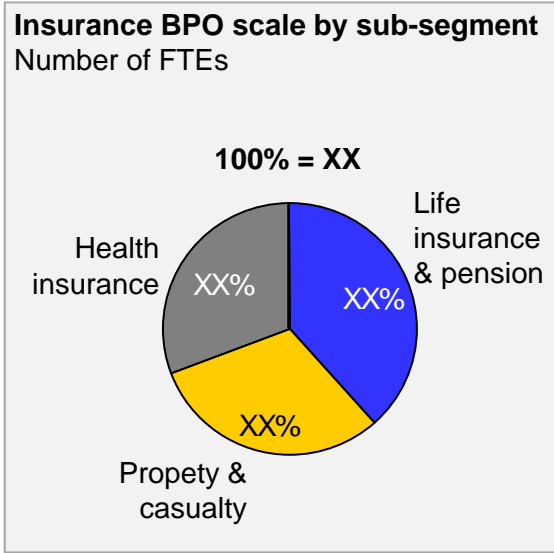
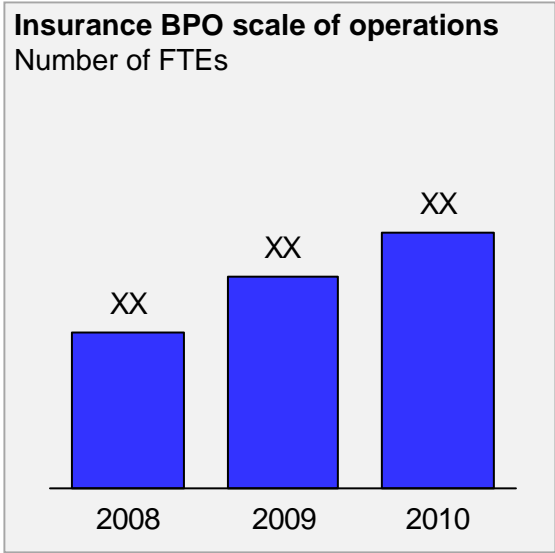
Source: Everest Research Institute (2010)

**3 Insurance BPO overview**



**Major insurance BPO clients:** Xxx

Insurance BPO engagements		
Contract date	Client	Contract details (tenure, size, scope, etc.)
Xx	Xx	Xx



- Insurance BPO service suite**
- Xxx
  - Xxx
  - Xxx

Source: Everest Research Institute (2010)

# Appendix: FS BPO syndicated research offering



FS BPO syndicated research offering	Description	Standard subscription access (annual)	Strategic subscription access (annual)
Research reports	<ul style="list-style-type: none"> <li>Access to all FS BPO research reports covering each segment of the market (at least 5 in a year)</li> </ul>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Breaking viewpoint	<ul style="list-style-type: none"> <li>Flash reports highlighting breaking industry news and expert perspectives on key implications</li> </ul>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Analyst inquiry	<ul style="list-style-type: none"> <li>Ongoing analyst discussions for additional perspectives clarifications in 30 or 60 minutes increments</li> </ul>	4 hours of analyst access	8 hours of analyst access
Custom data cuts	<ul style="list-style-type: none"> <li>Additional custom data cuts from the materials presented in the research</li> </ul>	Up to 6 data cuts included	Up to 9 data cuts included
Market development tracking	<ul style="list-style-type: none"> <li>Quarterly transactional data in terms of new deal signings, creation of shared services, etc.</li> </ul>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Strategy workshop	<ul style="list-style-type: none"> <li>Analyst-facilitated working session with the subscriber's team around their strategic imperatives</li> </ul>		<input checked="" type="checkbox"/>
Licensing/distribution rights	<ul style="list-style-type: none"> <li>Rights to distribute/publicise customized document that may include service provider positioning or case studies</li> </ul>		<input checked="" type="checkbox"/>

**Everest is offering an introductory 50% discount to our first year subscribers (2010-2011)**

# Appendix: Add-on research offering



## Add-on research offering

## Description

### Co-sponsored research

Co-sponsored research that provides the client the opportunity to influence research topic and design and get preferential access to research output

### Speaking engagements

Analyst in-person presentation on pre-determined topic during various internal or external events

### Custom research

Focused research to provide answers to client's specific business issues:

- Competitive benchmarking
- Market entry and opportunity assessment
- Partnership/acquisition support
- Location analysis
- Service provider selection

# Appendix: Major forthcoming research in FS BPO



**TENTATIVE**

Title	Planned release	Goals of the research
1. Global lending BPO market	Q4 2010	<ul style="list-style-type: none"> <li>■ Coverage across credit cards, consumer loans (including mortgages), and commercial loans</li> <li>■ Global market potential and size of the lending BPO</li> <li>■ Prevalence of sourcing models (shared services vs. third-party)</li> <li>■ Third-party service provider landscape including assessment of scale and scope of offerings</li> </ul>
2. Global sourcing in FS BPO	Q1 2011	<ul style="list-style-type: none"> <li>■ Coverage across retail banking, capital markets, and insurance</li> <li>■ Offshore leverage through shared services and third-party outsourcing by financial services organizations</li> <li>■ Potential offshorability and current offshore adoption of value chain elements for each business segment</li> <li>■ Mature and emerging delivery locations and associated value proposition</li> </ul>
3. Realizing value from captive acquisitions in FS BPO	Q2 2011	<ul style="list-style-type: none"> <li>■ Coverage across retail banking, capital markets, and insurance</li> <li>■ Detailed profiles of major FS captive acquisitions like TCS-CGSL, Cognizant-UBS, and WNS-Aviva</li> <li>■ Understand impact of acquisitions on market positioning of acquirer (third-party service providers)</li> <li>■ Understand the value of acquisition for the parent company of the acquired company</li> </ul>
4. Global third-party BPO service provider landscape in Capital Markets	Q3 2011	<ul style="list-style-type: none"> <li>■ Coverage across investment banking, asset management, and custody and fund administration</li> <li>■ Service provider segments and assessment of scale and scope of offerings</li> <li>■ Role of global sourcing and technology</li> <li>■ Individual service provider profiles</li> </ul>

Note: This does not include multiple reports and breaking viewpoints that we publish over the course of the year

## About Everest Group



Everest Group is an advisor to business leaders on global services with a worldwide reputation for helping Global 1000 firms dramatically improve their performance by optimizing their back-and middle-office business services. With a fact-based approach driving outcomes, Everest Group counsels organizations with complex challenges related to the use and delivery of global services in their pursuits to balance short-term needs with long-term goals. Through its practical consulting, original research and industry resource services, Everest Group helps clients maximize value from internal transformations, shared services, outsourcing and blended model strategies. Established in 1991, Everest Group serves users of global services, providers of services, country organizations and private equity firms, in six continents across all industry categories. For more information, please visit [www.everestgrp.com](http://www.everestgrp.com) and [www.everestresearchinstitute.com](http://www.everestresearchinstitute.com).

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