

Everest Group



GLOBAL PREVIEW

**P** E R F O R M A N C E  
**E** X P E R I E N C E  
**A** B I L I T Y  
**K** N O W L E D G E

2016 GLOBAL PREVIEW



## IT Outsourcing in Banking, Financial Services, and Insurance (BFSI): Banking AO Service Providers' Assessment

### Analyst Panel

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EGR-2016-11-GP-1848



# 2016 Global Preview

## Everest Group PEAK Matrix for Banking AO

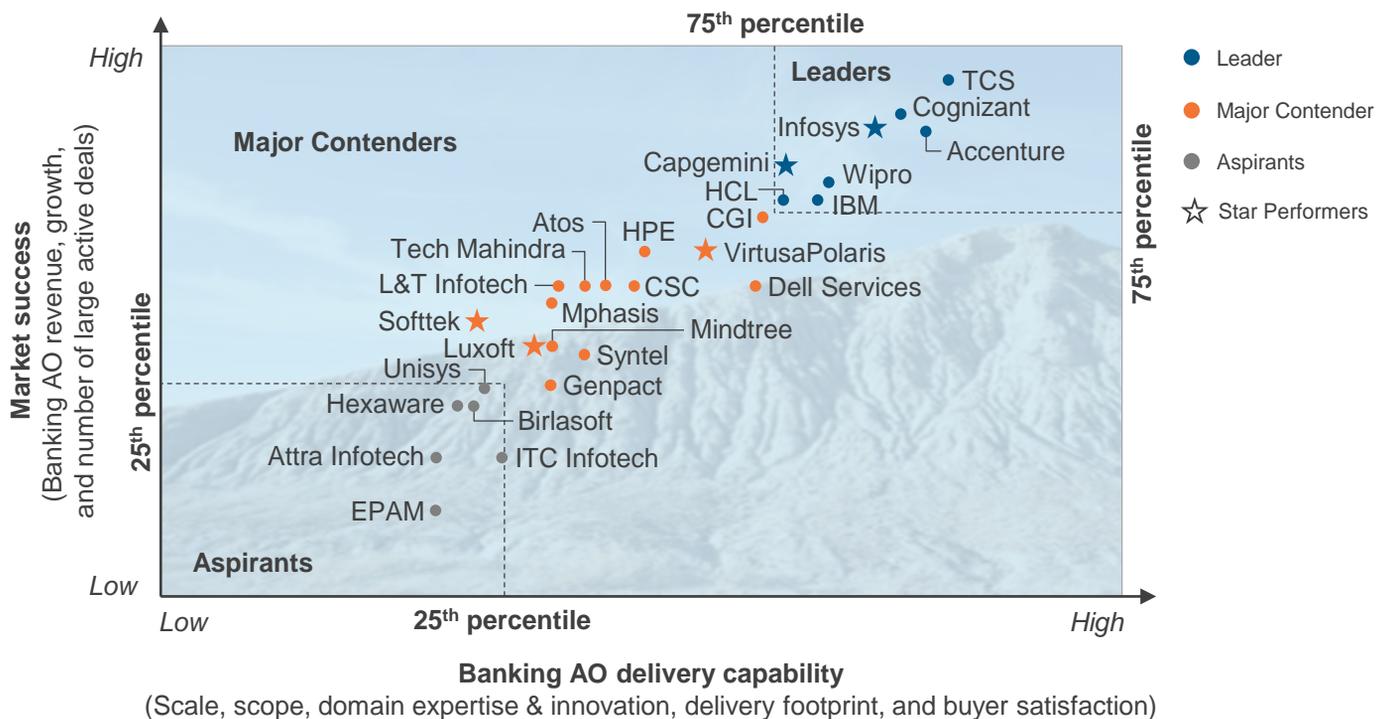
### Announcing the 2016 Banking AO Market Leaders

Accenture, Capgemini, Cognizant, HCL, IBM, Infosys, TCS, and Wipro are the current Leaders on Everest Group's PEAK Matrix for banking AO based on their market successes and overall banking AO delivery capabilities.

The 2016 PEAK Matrix for banking AO is based on 500+ large multi-year banking AO contracts signed by 30+ service providers.



### Everest Group Performance | Experience | Ability | Knowledge (PEAK) Matrix for large banking AO relationships 2016



Everest Group also identified five service providers as the “2016 Banking AO Market Star Performers” – **Capgemini, Luxoft, Infosys, Softtek, and VirtusaPolaris**. This was based on the relative year-over-year movement of different service providers on the PEAK Matrix.

### Methodology

The PEAK Matrix is a framework to assess the relative market success and overall capability of service providers. Service providers are positioned on the PEAK Matrix based on evaluation across two key dimensions

- Market success measured by the banking AO revenue, number of large active AO deals, and yearly vertical-specific AO revenue growth
- Delivery capability measured by scale of operations, scope, domain expertise & innovation, delivery footprint, and buyer satisfaction

# 2016 Global Preview

## Banking AO Service Provider Assessment

### Banking AO services assessment dashboard

Best in Class
 Very High
 High
 Medium High
 Medium
 Medium Low
 Low
 Not Matured

Service provider	Delivery capability					Overall capability	Market success
	Scale	Scope	Domain expertise & innovation	Delivery footprint	Buyer satisfaction		
Accenture <sup>1</sup>							
Atos							
Attra Infotech							
Birlasoft							
Capgemini							
CGI							
Cognizant							
CSC <sup>1</sup>							
Dell Services							
EPAM <sup>1</sup>							
Genpact							
HCL							
Hexaware <sup>1</sup>							
HPE <sup>1</sup>							
IBM <sup>1</sup>							
Infosys							
ITC Infotech <sup>1</sup>							

<sup>1</sup> Did not provide buyer references however buyer satisfaction score gathered internally from Everest Group's interactions with multiple buyers in the industry

# 2016 Global Preview

## Banking AO Service Provider Assessment

### Banking AO services assessment dashboard

● Best in Class
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Service provider	Delivery capability					Overall capability	Market success
	Scale	Scope	Domain expertise & innovation	Delivery footprint	Buyer satisfaction		
L&T Infotech <sup>1</sup>	●	●	●	●	●	●	●
Luxoft	●	●	●	●	●	●	●
Mindtree	●	●	●	●	●	●	●
Mphasis <sup>1</sup>	●	●	●	●	●	●	●
Softtek	●	●	●	●	●	●	●
Syntel <sup>1</sup>	●	●	●	●	●	●	●
TCS	●	●	●	●	●	●	●
Tech Mahindra	●	●	●	●	●	●	●
Unisys <sup>1</sup>	●	●	●	●	●	●	●
VirtusaPolaris	●	●	●	●	●	●	●
Wipro	●	●	●	●	●	●	●

<sup>1</sup> Did not provide buyer references however buyer satisfaction feedback gathered through Everest Group's interactions with multiple buyers in the industry



As digital becomes mainstream, banks are increasingly investing in next-generation technologies with an eye on ROI. The increased pace of innovation and technological disruption are forcing banks to respond aggressively, quickly, and in a cost-efficient manner to deal with competition and dynamic market demands. Service providers need to focus beyond traditional IT services and invest in building transformational capabilities. Leading service providers are responding with investments in digital technologies through organic and inorganic means and, at the same time, changing their operating models to align with the evolving outsourcing needs of the banks. To succeed in this environment, IT service providers will need to demonstrate value to clients through integrated deal scope, automation, and as-a-service offerings.



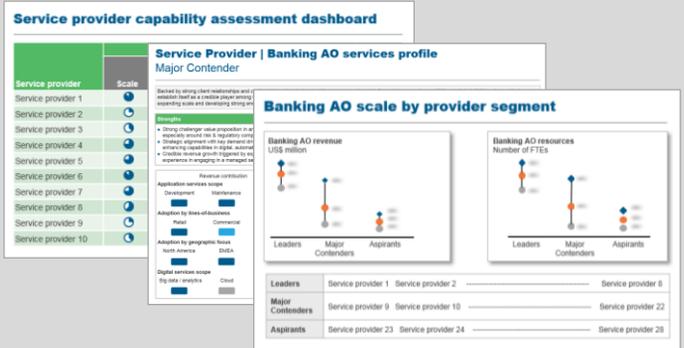
– Ankur Seth, Practice Director



# Additional Information

## More details on the full report

In the 108-page report, **IT Outsourcing in Global Banking – Service Provider Landscape with PEAK Matrix™ Assessment 2016 and Profiles Compendium**, 28 banking AO service providers are categorized into Leaders, Major Contenders, and Aspirants. This report is available for purchase: <https://research.everestgrp.com/Product/EGR-2016-11-R-1848>.



## Other BFSI ITO offerings

### Recent publications

- IT Outsourcing in Global Banking – Annual Report 2016
- Blockchain in BFSI – Looking beyond the hype

### Custom services

- Service provider tracking, capability assessments, and benchmarking
- Account intelligence and peer benchmarking in the payer industry
- Competitive intelligence
- Digital strategy formulation

## Our global services research offerings

- Market Vista**  
Global services tracking across functions, sourcing models, locations, and service providers – industry tracking reports also available
- BFSI<sup>1</sup> Information Technology**
- PricePoint™**
- BFSI<sup>1</sup> Business Process**
- Finance & Accounting**
- Healthcare & Life Sciences ITS**
- Procurement**
- Healthcare & Life Sciences BPS**
- Human Resources**
- Application & Digital**
- Recruitment & Talent Acquisition**
- Cloud & Infrastructure**
- Contact Center**
- Global Sourcing**
- Service Optimization Technologies**
- Locations Insider™**
- Transaction Intelligence**

### Custom research capabilities

- Benchmarking | Pricing, delivery model, skill portfolio
- Peer analysis | Scope, sourcing models, locations
- Locations | Cost, skills, sustainability, portfolio – plus a tracking tool
- Tracking services | Service providers, locations, risk
- Other | Market intelligence, service provider capabilities, technologies, contract assessment

### Subscription information

- The full report is included in the following subscription(s)
  - BFSI<sup>1</sup> Information Technology**
- In addition to published research, a subscription may include analyst inquiry, data cuts, and other services
- If you want to learn whether your organization has a subscription agreement or request information on pricing and subscription options, please contact us



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1 Banking, financial services, and insurance

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