



Business Process Services in the Capital Markets Sector: 2016

**Market Analysis
Report Abstract**

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Who Is This Report For?

NelsonHall's "Business Process Services in the Capital Markets Sector: 2016" report is a comprehensive market assessment report designed for:

- Sourcing managers investigating sourcing developments within the capital markets sector
- Vendor marketing, sales and business managers developing strategies to target business process services (BPS) opportunities within the capital markets sector
- Financial analysts and investors specializing in the IT services and BPS sector.

Scope of the Report

The report is based on interviews with executives in the capital markets sector in the U.S., U.K., Continental Europe, and Asia Pacific.

The report analyzes the world wide market for business process services (BPS or BPO) within the capital markets sector and addresses the following questions:

- What are the principal business issues faced by organizations in the capital markets sector?
- What operational initiatives and enhancements are planned by organizations in the capital markets sector?
- How suitable are their current processes perceived to be to support their future business requirements by executives in the capital markets sector?
- How satisfied are companies in the capital markets sector with the current delivery of BPS services?
- How would executives in the capital markets sector like to see BPS services improved?
- What shifts in sourcing policy are expected by executives in the capital markets sector over the next three years?
- Which approaches to BPS are favored by executives in the capital markets sector?
- How do companies in the capital markets sector expect their spend on BPS services to change over the next three years?
- Which processes will companies in the capital markets sector seriously evaluate for BPS/BPO in the near future?



Key Issues & Highlights

The major business issue mentioned by capital markets firms continues to be the unpredictability of regulatory change, and their need both to improve compliance and to reduce the cost of addressing regulation & compliance. Other key issues include their need to attract & retain talent, and to identify and target new growth markets.

Nonetheless, capital markets firms place a higher emphasis on run-the-business market initiatives than on change-the-business market initiatives, with 43% showing a high level of intent to adopt run-the-business operations initiatives compared to 33% for change-the-business initiatives.

However, this picture varies significantly by geography with:

- The proportions of capital markets firms with high intent to adopt run-the-business and change-the-business initiatives equal in the U.S. and Asia Pacific
- Slightly higher emphasis on adoption of run-the-business operations initiatives in the U.K. and a much higher emphasis on run-the-business than on change-the-business operations initiatives in Continental Europe.

The key “run-the-business” operational initiatives to be undertaken in the next 12-months by capital markets firms have three principal themes, and in addition, a number of transactional areas are perceived to be inadequate to support capital markets firms over the next three years.

However, if BPS vendors are to take advantage of these opportunities within capital markets firms, then they need to enhance their service delivery, currently perceived to be of a moderate standard. At the same time, the preferred BPS modes of delivery continue to evolve.

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Report Length

68 pages, consisting of 8 chapters

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