CSC
RPA and AI in Banking BPS

Who Is This Vendor Assessment For?

NelsonHall's Retail Banking BPS Vendor Assessment for CSC is a comprehensive assessment of CSC's RPA and AI offerings and capabilities for the banking industry designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of RPA and AI services and identifying vendor suitability for banking industry (consumer banking, commercial banking, and capital markets) RPA and AI services 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 CSC's offerings and capabilities in RPA and AI services for the banking industry. CSC is one of a number of banking services vendors analyzed in NelsonHall's comprehensive industry analysis programs.

CSC began its AI and RPA practices at different times, with AI starting first.

Called cognitive automation by CSC, AI was started at CSC for the banking industry in 2010, and initially built from the IP which it developed for the public sector to mitigate cyber fraud. AI in banking uses machine learning capabilities to identify bad actors and to allow the bank to intervene to stop the fraud.

RPA was started at Xchanging (a May 2016 acquisition see below) in 2013. It set up two key capabilities in its initial RPA practice:

- Consulting: to identify business cases, benefits, and techniques

- Insurance industry-specific RPA operations, because Xchanging provided comprehensive BPS services to ~300 insurance clients.

The RPA services were rolled out as follows:

- 2013: RPA consulting and operations only for Xchanging internal operations, including its BPS operations

- 2014: set up RPA practice for external delivery, by selecting technology, establishing business cases, and pursuing accreditation

- Q1 2015: obtained Blue Prism accreditation.

The initial use of RPA was in the insurance industry, on ten processes at Lloyd's of London using ten BOTS from Blue Prism. The BOTS supported four processes:

- Validation and creation of premium advice notes, which brokers use to submit premiums

- E-policy origination

- Policy administration

- Claims processing.

Over time, this engagement has grown to 27 BOTS and twelve processes supported.

CSC has often built capabilities by acquisition. Key acquisitions include:

- Xchanging (May 2016): which brought CSC:
  - RPA capabilities
  - Data analytics
  - Extensive IT and BPS capabilities for the insurance industry
- Fixnetix (September 2015): which brought CSC:
  - Managed trading solutions and services in capital markets.

These capabilities will help CSC develop its cognitive automation and RPA capabilities for the market.

Contents

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Scope of the Report

The report provides a comprehensive and objective analysis of CSC's RPA and AI services for banking 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

8 pages

Report Author

Andy Efstathiou

andy.efstathiou@nelson-hall.com

RPA and AI services for the Banking Industry Vendor Assessments Also Available for:

Capgemini

CSC

EXL

Genpact

HCL

Hexaware

IBM

CSC

L&T Infotech

TCS

Tech Mahindra

VirtusaPolaris

Wipro