



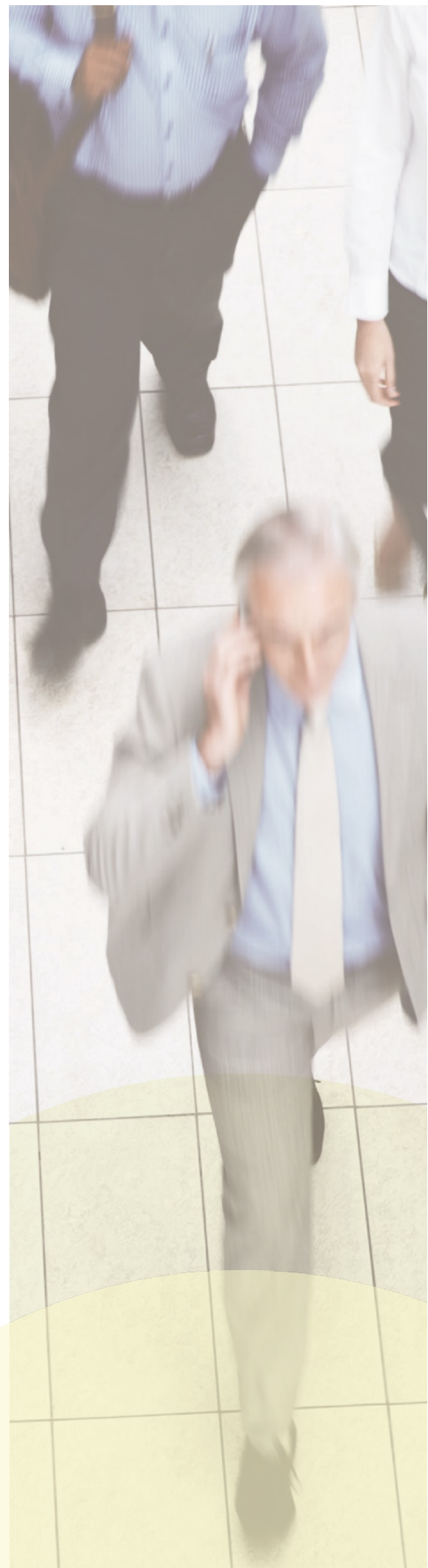
# Conneqt Transforming Mortgage and Loan Services

Vendor Assessment  
Report Abstract

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9 pages





## Who Is This Vendor Assessment For?

NelsonHall's Transforming Mortgage and Loan Services Vendor Assessment for Conneqt is a comprehensive assessment of Conneqt's Digital Banking Services offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of mortgage and loan process outsourcing and identifying vendor suitability for Transforming Mortgage and Loan 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

Conneqt started its M&L services business in 2007, delivering collection services to Tata Motor Finance. Over time that engagement was expanded to include a broad range of BPS services in collections, servicing, and origination support.

From 2007 to 2017, Conneqt's M&L services were focused on BPS services delivering in-person collections across Indian regional markets. Indian regulations enable lenders to reach out to customers via electronic means, typically a phone, but require them to follow up in person to collect monies or application documents. During that decade, Conneqt developed a network of ~600 centers across India with in-person customer contact representatives. Conneqt differentiates itself from other collection agencies by having a nationwide network of in-person agents, who can interact in the local dialect.

In November 2017, Quess Corp., a Canada based BPS vendor, acquired 51% of Conneqt. Tata and Sons retain a 49% stake in Conneqt. Quess's goal for Conneqt is to enable Conneqt to expand into new markets and enhance its digital delivery capabilities. To date, Conneqt has not expanded outside of India. However, it has developed multiple AI and omnichannel offerings which it will use to enter new markets.

## Scope of the Report

The report provides a comprehensive and objective analysis of transformation of mortgage and loan services 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.

## Contents

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6.	Strategic Direction
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	7.1 Strengths
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8.	Outlook

## Report Length

9 pages

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## Mortgage and Loan Services Vendor Assessments Also Available for:

Capgemini

Capita

Conneqt

EXL

Firstsource

FIS

Infosys

Kuliza

Mphasis

TCS

Tech Mahindra

Wipro

WNS