



Transforming Intelligent Automation in Banking

Firstsource

Report Abstract

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8 pages

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Who is this Vendor Assessment for?

NelsonHall’s “Transforming Intelligent Automation in Banking” profile on Firstsource is a comprehensive assessment of Firstsource’s offerings and capabilities for the BFS sector, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of intelligent automation process services and identifying vendor suitability for intelligent automation services in banking 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

Firstsource was initially spun out of a bank and has a primary focus on the banking industry. It generates 50% of its revenues from BFS. Firstsource focuses its BFS offerings on buying centers in lending and consumer cards. Over time it intends to expand its buying center coverage in banks to include deposits, payments, and auto finance.

Firstsource began delivering intelligent automation services for a U.K.-headquartered tier one bank in 2016. The client wanted to increase the operational efficiency of its factoring and commercial lending businesses. Firstsource delivered the engagement consisting of rearchitecting workflows and designing and deploying bots.

In the intelligent automation space, Firstsource focuses on the orchestration of business processes to deliver value. Its primary offering bundle is license and platform services, which focus on the delivery of document management and omnichannel engagement services.

Financial institutions that are looking to commit to a platform to support process automation for license/platform services and implementation/managed services should consider Firstsource.

Scope of the Report

The report provides a comprehensive and objective analysis of Firstsource's BFS-focused intelligent automation offerings, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, challenges, 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 centers.

Intelligent Automation Services in BFS Vendor Assessments also available for:

Accelirate

Capgemini

Coforge

Datamatics

EY

FIS

Infosys

L&T Infotech

Mphasis

Sopra Steria

TCS

Tech Mahindra

UST

Wipro.

About The Author

Andy is the Banking Sourcing Research Director at NelsonHall, where he has global responsibility for Retail and Commercial Banking and Capital Markets.

Andy assists both buy-side and vendor organizations in assessing opportunities and supplier capability across Banking services, including in the areas of Core Banking, Payments, Mortgages & Loans, and Securities Processing. In these domains, Andy covers professional services, hosting, and BPS.

Andy assists both buy-side and vendor organizations in financial services to assess opportunities and success factors in the application of technology and BPS. This increasingly encompasses all things digital.

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About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the “art of the possible” in digital operations transformation. With analysts in the U.S., U.K., Continental Europe, and Asia, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall conducts rigorous, primary research and is widely respected for the quality, depth, and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

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