



# **HCL**

## **Wealth and Asset Management BPS**

**Vendor Assessment  
Report Summary**

**February 2016**

**by Andy Efstathiou  
Director  
NelsonHall**

**8 pages**





## Who Is This Vendor Assessment For?

NelsonHall's Wealth and Asset Management BPS Vendor Assessment for HCL is a comprehensive assessment of HCL's wealth and asset management BPS offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of capital market process outsourcing and identifying vendor suitability for Wealth and Asset Management BPS 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 HCL's offerings and capabilities in wealth and asset management services. HCL is one of a number of wealth and asset management services companies analyzed in NelsonHall's comprehensive industry analysis programs.

### Overview

HCL started in the wealth and asset management BPS business in 2002, when it helped a leading European banking and financial services company to set up an operational delivery capability in India; as part of this engagement it started delivering investment banking BPS services for capital markets activities. Over time, HCL has grown its wealth and asset management BPS services by focusing on a few very large clients.

### Delivery Capabilities

HCL's wealth and asset management BPS delivers services from seven delivery centers in:

- Chennai
- Coimbatore
- Pune
- Gurgaon
- Manila.

HCL is currently looking to expand its W&A delivery capabilities with a delivery center located in Continental Europe.

### Target Markets

HCL's primary targets for wealth and asset management BPS are:

- Tier one global financial institutions (custodians and universal banks) based in the U.S., Europe, and Australia
- Mid-tier and regional wealth management firms based in the U.S. and Europe.

In future, HCL will continue to target market dominant financial institutions in its current and new markets.

## Strategic Direction

HCL is committed to:

- Growing its presence in banking and capital markets BPS, which already represents most of its vertical BPS business, and has been built on joint ventures/assisted captive models with client captive operations, providing HCL with an 'insider's' domain expertise on wealth and asset management operations
- Leveraging its significant experience in managing large asset and wealth management operations
- Bringing in transformation by leveraging robotics across the post-trade processing life cycle, and also expanding its fund administration mandates.

HCL is looking to grow its wealth and asset management BPS business by:

- Expanding its addressable market to include mid-tier and regional wealth managers
- Focusing on bringing robotics into wealth and asset management BPS, combining Toscana (a BPM tool) and robotics solutions
- Providing variable levels of operational support to clients, to facilitate seasonal operational scaling
- Providing certified staff to deliver domain expertise, and accommodate cost effective compliance.

## Contents

|    |                                      |
|----|--------------------------------------|
| 1. | Background                           |
| 2. | Revenue Summary                      |
| 3. | Key Offerings                        |
| 4. | Delivery Capabilities & Partnerships |
| 5. | Target Markets                       |
| 6. | Strategic Direction                  |
| 7. | Strengths & Challenges               |
|    | 7.1 Strengths                        |
|    | 7.2 Challenges                       |
| 8. | Outlook                              |

## Scope of the Report

The report provides a comprehensive and objective analysis of HCL's wealth and asset management BPS 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](mailto:andy.efstathiou@nelson-hall.com)

## Wealth and Asset Management BPS Vendor Assessments Also Available for:

Cognizant  
EXL  
HCL  
Hexaware  
HCL  
IGATE  
Mphasis  
NIIT  
TCS  
Tech Mahindra  
Tieto Oyj  
Virtusa  
WNS  
Xchanging.