



IGATE

Analytics and Reporting BPS in Banking

**Vendor Assessment
Report Abstract**

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8 pages





Who Is This Vendor Assessment For?

NelsonHall's Analytics and Reporting BPS in Banking vendor assessment for IGATE is a comprehensive assessment of IGATE's analytics and reporting BPS in banking offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of capital market process outsourcing and identifying vendor suitability for analytics and reporting BPS 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

This NelsonHall assessment analyzes IGATE's offerings and capabilities in analytics and reporting BPS in banking. IGATE is one of a number of analytics and reporting BPS companies analyzed in NelsonHall's comprehensive industry analysis programs.

Overview

IGATE started its analytics and reporting BPS business in 2008 with an engagement for RBC, providing analytics for its wealth and fund management business. The engagement began with an initiative to increase the degree of automation in its data management processes. As part of the engagement, IGATE was asked to provide data analytics enhancements for the data managed.

Analytics and reporting BPS is part of IGATE's banking business vertical.

Delivery Capabilities

IGATE A&R BPS has two delivery centers:

- Bangalore
- Noida.

In addition, IGATE has a client site in Mississauga, Ontario, and other client sites. IGATE's analytics and reporting BPS supports client operations in North American markets.

Target Markets

IGATE's targets for analytics BPS are financial institutions headquartered in the U.S. and Canada. The following institution types are being targeted by IGATE:

- Tier one banks
- Regional banks
- Insurance companies (asset management units).

IGATE supports its clients in their local national markets.

Strategic Direction

IGATE's key differentiators in analytics and reporting BPS are:

- Interaction analytics: i.e. social media and online
- Predictive analytics: i.e. social media and online
- Workforce analytics: e.g. attrition, staffing, skills gaps
- Reporting and data visualization: e.g. real time operations data and forecasting
- Onshore delivery capabilities: to work closely with clients as they develop their analytics and reporting strategies, and for processes which cannot be offshored or which clients do not want to offshore at this time.

IGATE is looking to grow its analytics and reporting BPS business by:

- Pursuing regional U.S. banks for analytics and reporting BPS business
- Pursuing banks looking for support in managing their online channels, to drive revenue growth
- Supporting banks looking to improve their efficiency ratio with better workforce analytics.

IGATE is ramping up its delivery options in non-Indian locations; over the next twelve months it is expanding its Texas and Florida locations in response to client requirements. This will facilitate IGATE in targeting work supporting the U.S. The onshore delivery growth will add modest scale in the short term, but will add greater reliability and scalability in the long term (24 months to three years).

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Scope of the Report

The report provides a comprehensive and objective analysis of IGATE's analytics and reporting BPS in 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

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Analytics and Reporting BPS in Banking Vendor Assessments Also Available for:

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