



Tata BSS Digital Banking Services

**Vendor Assessment
Report Abstract**

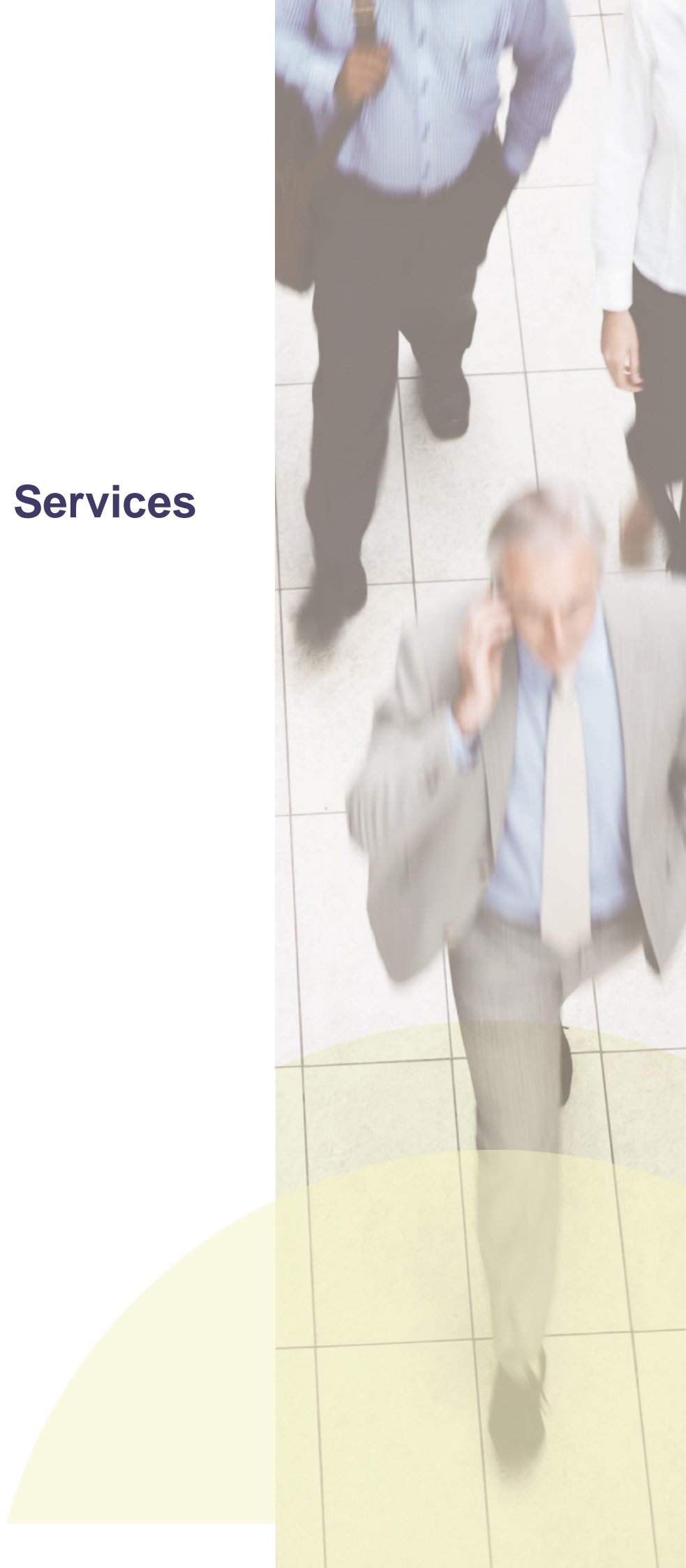
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7 pages





Who Is This Vendor Assessment For?

NelsonHall's Digital Banking Services Vendor Assessment for Tata BSS is a comprehensive assessment of Tata BSS' Digital Banking Services offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of capital market process outsourcing and identifying vendor suitability for Digital Banking 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 Tata BSS' offerings and capabilities in Digital Banking services. Tata BSS is one of a number of banking operations services companies analyzed in NelsonHall's comprehensive industry analysis programs.

Tata Business Support Services Limited (Tata BSS) began delivering operational support services to financial institutions in 2007, with a contract from Tata Motor Finance to deliver collection services. In 2012, Tata BSS started its retail banking BPS business with a contract with HDFC Bank to deliver collection services. The next major expansion began in January 2015, when Tata BSS started collecting monies for Middle Eastern banks (Gulf Country Club), primarily in Dubai.

Tata BSS began its digital banking services in 2015 as its collections services required field force automation tools to enable its agents to efficiently collect monies across multiple markets in India. Collections in India are fragmented, with most vendors providing services in only one state. Tata BSS provides services across all states in India, including for international lenders. Over time, it has expanded its digital services to cover both collections and (more recently) originations and customer management.

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3. Key Offerings

4. Delivery Capabilities & Partnerships

5. Target Markets

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7. Strengths & Challenges
 - 7.1 Strengths

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Scope of the Report

The report provides a comprehensive and objective analysis of Tata BSS' Digital Banking 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.

Report Length

7 pages

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Digital Banking Services Vendor Assessments Also Available for:

Atos

Avaloq

Capco

Capgemini

DXC

EXL Services

Genpact

Infosys

Mphasis

NIIT Tech

Syntel

Tata BSS

Tech Mahindra

Tieto

TCS
Virtusa
Wipro