



# NIIT

## Banking BPO Services

Vendor Assessment  
Report Abstract

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8 pages

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## Who Is This Vendor Assessment For?

NelsonHall's banking BPO profile on NIIT is a comprehensive assessment of NIIT's banking BPO offerings for organizations and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of banking BPO services and identifying vendor suitability for banking BPO 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 vendor assessment analyzes NIIT's offerings and capabilities in banking BPO services. NIIT is one of a number of banking BPO service companies analyzed in NelsonHall's comprehensive industry analysis programs.

NIIT's banking BPO services span a range of banking processes including deposits, loans, payments, and asset management. NIIT's Banking BPO services are supported by consulting, solution implementation and support services.

NIIT's legacy BPO clients, for the most part, started with IT services and added BPO services later. Legacy client engagements in BPO are mostly IT services and a small percent BPO services. In the past year, buying behavior has changed and new clients are just as likely to buy BPO as a standalone service, as bundle it with ITS.

Key targets for NIIT are existing IT services clients who are regional banks, broker/dealers (primary focus of current pursuits) and asset managers.

## Scope of the Report

The report provides a comprehensive and objective analysis of NIIT's banking BPO offerings, capabilities and market and financial strengths including:

- Analysis of the company's offerings and key service components
- Analysis of the company's strengths, weaknesses and outlook
- Revenue Summary
- Key client examples
- 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 delivery organization including the location of delivery locations



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## Report Length

8 pages

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## Banking BPO Vendor Assessments:

Cognizant, CSC, Easiprocess, Genpact, HCL, IBM, iGate, Infosys, Intelenet, TCS, WNS