



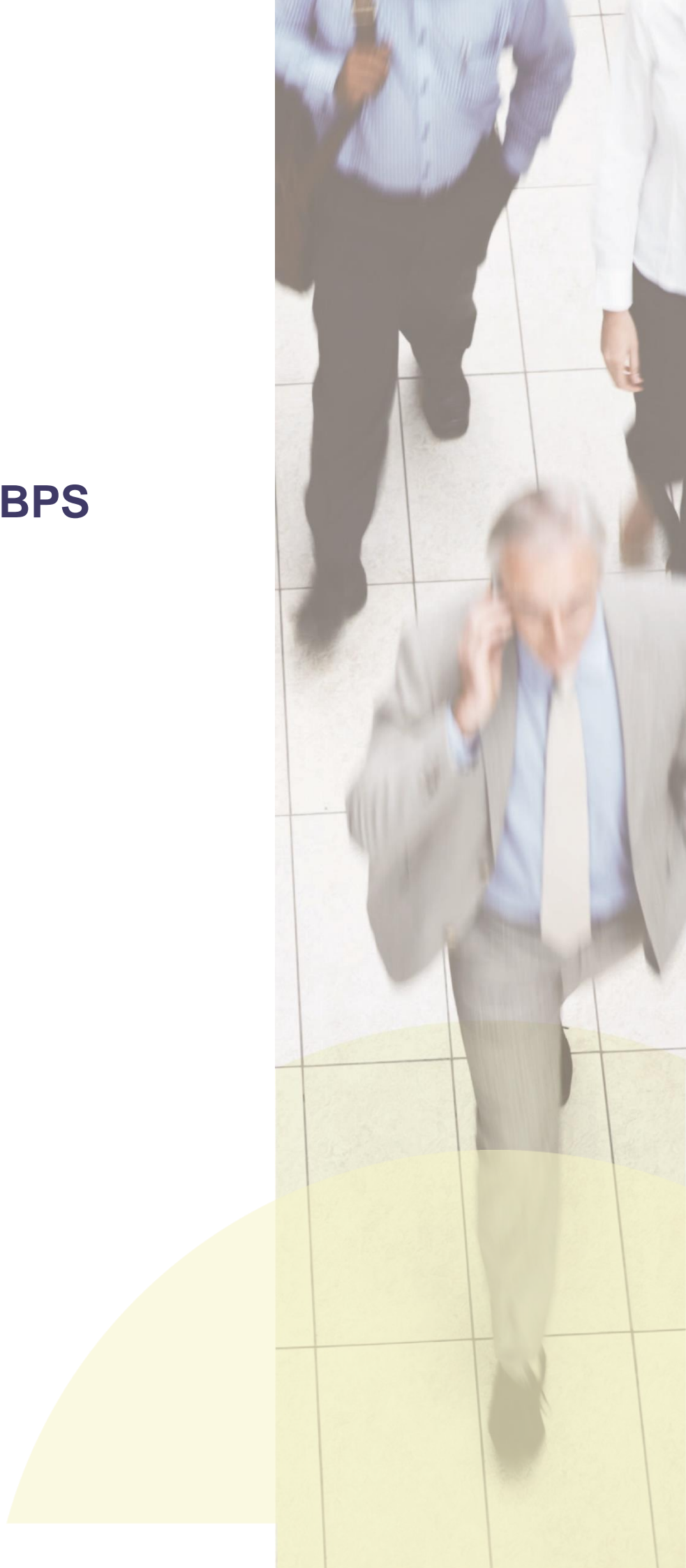
FIS Retail Banking BPS

**Vendor Assessment
Report Abstract**

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7 pages





Who Is This Vendor Assessment For?

NelsonHall's retail banking BPS vendor assessment for FIS is a comprehensive assessment of FIS' retail banking BPS offerings and capabilities designed for:

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

FIS has been delivering retail banking BPS since 1999. Its initial back-office services targeted deposit operations including:

- Account opening and maintenance
- Transaction disputes and reconciliation.

Prime candidates in need of deposit operation BPS services were direct banks that needed to create back-office operations to deliver a newly formed bank.

FIS has continued to expand its BPS services to financial institutions; services include lending operations, call center services, and collections, to assist in cost reduction for clients.

FIS delivers its BPS services from six U.S. operations centers. In addition, FIS has a delivery center in Gurgaon, where it anticipates increasing staffing to deliver retail banking BPS services in 2017.

The 1.5k member FIS BPS staff are currently performing approximately:

- 2m deposit, savings and loan accounts annually
- 29m calls annually
- \$500m collections annually.

FIS partners with third party vendors for the following software used in its retail banking BPS:

- Workflow: nGage solution, hosted at FIS
- Escheatment processing solution: Keane solution
- Social media monitoring: Social IQ.

FIS' primary targets for retail banking BPS are mid-tier retail banks and subsidiaries of global banks based in the U.S. FIS targets clients with over \$5bn in assets.

FIS' client types include:

- Tier 1 large financial institutions and/or global bank subsidiaries
- Mid-tier banks with >\$5bn in assets
- Online banks.

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 FIS' retail banking 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

7 pages

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Retail Banking BPS Vendor Assessments Also Available for:

Avaloq

FIS

Capita

Cognizant

Firstsource

Genpact

HCL

Hexaware

FIS

IGATE

NIIT

SLK

TCS

Wipro

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