



Infosys Next Generation Mortgage and Loan BPS

**Vendor Assessment
Report Abstract**

August 2018

by Andy Efstathiou

Director

NelsonHall

11 pages





Who Is This Vendor Assessment For?

NelsonHall's Digital Banking Services Vendor Assessment for Infosys is a comprehensive assessment of Infosys's Next Generation Mortgage and Loan BPS offerings and capabilities designed for:

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

Overview

Infosys started its BPS business focusing on data management and banking industry-specific processes. It formed a joint venture with Citibank Investments in 2002, called Progeon. In 2006, Infosys acquired all Progeon and renamed it Infosys BPO. In 2018, Infosys BPO was renamed as Infosys BPM

Infosys began its mortgage and loan (M&L) BPS business in 2003 with a US lender to provide data entry services. Initially, Infosys M&L BPS focused on data entry services, rather than voice dependent. It started its first engagement with origination services including underwriting support, fulfillment, and some call center support.

Over time, Infosys has added other underwriting mortgage origination clients. During the banking crisis, several of these clients were lost. After the crisis started, Infosys spent 18 months rebuilding the M&L BPS business.

Scope of the Report

The report provides a comprehensive and objective analysis of Mortgage and Loan 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.

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

Report Length

11 pages

Report Author

Andy Efstathiou

andy.efstathiou@nelson-hall.com

Mortgage and Loan BPS Vendor Assessments Also Available for:

Accenture
Computershare
Conneqt
DXC
Firstsource
FIS
HCL
Infosys
Intelenet
Mphasis
TCS
Tech Mahindra
Infosys
WNS