



# Infosys Mortgage and Loan BPO

Vendor Abstract  
Report Summary

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## Who Is This Vendor Assessment For?

NelsonHall's Mortgage and Loan (M&L) BPO Vendor Assessment for Infosys is a comprehensive assessment of Infosys' M&L BPO offerings and capabilities, designed for:

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

### Overview

Infosys entered the BPO business in 2002 with a joint venture, Progeon, with Citibank Investments. Progeon was originally 26% owned by Citibank and 74% by Infosys. In 2006, Citibank's share in Progeon was acquired by Infosys, and it was renamed Infosys BPO. Since then, Infosys BPO has added other clients, primarily from Infosys' ITS clients.

Infosys entered the mortgage and loan (M&L) BPO business in 2003 with a client, Greenpoint Mortgage. It had decided to enter the M&L BPO business to "buck the trend" and pursue a line of BPO business that was data entry dependent, rather than voice dependent. Infosys started with origination services including underwriting support, fulfillment, and some call center support.

Over time, Infosys added other underwriting mortgage origination clients. During the banking crisis a number of these clients were lost, including Greenpoint, which had merged with WAMU. After the crisis started, Infosys spent 18 months rebuilding the M&L BPO business.

Infosys' M&L BPO services are delivered out of its BFSI (banking, capital markets, and insurance) BPO unit, which has (as of Sep 30, 2014):

- Revenues: 29.1% of all BPO revenues
- Employees: 5062 (30,578 employees in overall BPO)
- Clients: 57 (145 clients in overall BPO).

### Delivery Capabilities

Infosys M&L BPO delivers services from five delivery centers, to support the U.S., Canada, U.K., and Australia. The centers are as follows:

- Bangalore
- Pune
- Jaipur
- Salt Lake City
- Denver.

## Target Markets

Infosys' primary targets for M&L BPO are:

- Tier one and regional banks headquartered in the U.S., Canada, and Australia
- U.S. based mortgage servicers
- Commercial mortgage lenders
- Loan portfolio investors.

## Strategic Direction

Infosys has focused on mortgage administration, a stable but low margin business. It was able to expand its administration services business over time, and recover from the financial crisis, by focusing on processing efficiency and offshoring to reduce client costs.

Infosys has expanded its M&L BPO capabilities over time, from data entry to loan maintenance, and then to default management and origination services. Over time, Infosys has expanded its M&L BPO services to work with mortgage service providers, supporting their efforts to outsource processes which clients did not want to retain. These processes initially included loan servicing, and later default management. Recently, Infosys has expanded its M&L BPO client base to include regional lenders which want to outsource both platforms and processing.

Infosys is now targeting the establishment of platform based BPO services in both the U.S. and Europe. The targets for this type of offering will be local lenders such as community banks in the U.S., and building societies in the U.K. Finally, Infosys is targeting mortgage servicers, to support their loan portfolio acquisition requirements, which need to scale up processing capabilities very fast as they buy new portfolios.

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## Scope of the Report

The report provides a comprehensive and objective analysis of M&L 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

12 pages

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## M&L BPO Vendor Assessments Also Available for:

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