



# Infosys Reference Data Management BPO

Vendor Assessment  
Report Abstract

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by Andy Efstathiou  
Director  
NelsonHall

13 pages





## Who Is This Vendor Assessment For?

NelsonHall's Reference Data Management BPO Vendor Assessment for Infosys is a comprehensive assessment of Infosys's reference data management BPO (RDM BPO) offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of capital market process outsourcing and identifying vendor suitability for RDM 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 analyses Infosys' offerings and capabilities in capital markets BPO. Infosys is one of a number of reference data management BPO companies analyzed in NelsonHall's comprehensive industry analysis programs.

### Overview

Infosys started its reference data management BPO business in 2004. Initially, Infosys provided 14 FTE supporting a client across 3 markets to manage fixed income real time bidding (RTB) data.

Since 2004 Infosys has expanded its reference data services to include:

- Instrument data services (investments - original service)
- Client data services (customer data)
- M & A services (consolidate data from acquired entities)
- Ancillary data (market data, holiday calendars and settlement/execution rates).

Providing RDM BPO services to wealth managers commenced in 2008.

RDM BPO is a part of Infosys's financial services line of business, and works with clients in retail banking and capital markets.

Infosys' RDM BPO services are focused on securities reference data. The addition of wealth management clients in recent years is beginning to grow entity reference data as a proportion of overall business.

### Target Markets

Infosys' primary targets for RDM BPO are:

- Tier 1 investment banks and broker/dealers
- Asset managers
- Global custodians
- Market data vendors.

### Strategic Direction

Infosys' core focus for RDM BPO is operational improvement. It is focusing on four key operational initiatives to drive RDM BPO growth:

- Enhance data quality

- Manage scale of operations
- Increase operational efficiency
- Increase flexibility.

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## Scope of the Report

The report provides a comprehensive and objective analysis of Infosys' reference data management BPO 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

13 pages

## Report Author

Andy Efstathiou

[andy.efstathiou@nelson-hall.com](mailto:andy.efstathiou@nelson-hall.com)

## Reference Data Management BPO Vendor Assessments Also Available for:

Broadridge

EXL

Genpact

Infosys

Mphasis

Syntel

TCS

Wipro

WNS