

Transforming the Banking Industry with ESG Services

Mphasis

Report Abstract

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10 pages

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Who is this Vendor Assessment for?

NelsonHall's 'Transforming the Banking Industry with ESG Services' profile on Mphasis is a comprehensive assessment of Mphasis' offerings and capabilities for the BFS sector, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of ESG services and identifying vendor suitability for ESG services in banking RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector.

Mphasis Findings & Highlights

Mphasis has been implementing ESG capabilities for BFS clients' operations since 2018. The banking industry represented 49.3% of Mphasis' revenues in its most recent quarter which ended in June 31, 2023. Mphasis aligns its ESG services with the U.N.'s defined sustainable development goals. Mphasis uses four pillars for its ESG services:

- Architecting stakeholder value
 - Tech4Good Business: applying AI to solve global challenges and migrate operations to the cloud
 - Tech4Good Society: enabling research, education, and accessibility to allow a more equitable society
- Applying good governance: sound culture, business principles, and practices are ethical, transparent, and timely
- Incorporating inclusion: key focus areas are equity and empowerment, inclusivity, driving learnability, and agility, overall wellness and care
- Engineering climate sustainability: revisiting and developing new targets and strategies aimed at deep emissions cuts in all sectors.

Mphasis has an internal ESG program and delivered its second annual ESG report for 2022. It has delivered ESG projects for large global financial institutions and FinTech startups.

It approaches client engagements using a front-to-back process (i.e., starting with customer engagement, at the front, and moving towards the back-end fulfillment operations) when it automates client processes.

Scope of the Report

The report provides a comprehensive and objective analysis of Mphasis' BFS-focused ESG service offerings and capabilities and market and financial strength, including:

- Identification of the company's strategy, emphasis, 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 Mphasis' service components
- Analysis of the company's delivery organization including the location of delivery centers.

ESG Services in BFS Vendor Assessments also available for:

Avaloq

Capgemini

Genpact

Happiest Minds

Infosys

Kyndryl

LTI Mindtree

Mphasis

Sopra Steria

TCS

Tech Mahindra

Virtusa

Wipro.

About The Author

Andy is the Banking Sourcing Research Director at NelsonHall, where he has global responsibility for Retail and Commercial Banking and Capital Markets.

Andy assists both buy-side and vendor organizations in assessing opportunities and supplier capability across Banking services, including in the areas of Core Banking, Payments, Mortgages & Loans, and Securities Processing. In these domains, Andy covers professional services, hosting, and BPS.

Andy assists both buy-side and vendor organizations in financial services to assess opportunities and success factors in the application of technology and BPS. This increasingly encompasses all things digital.

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About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the ‘art of the possible’ in digital operations transformation. With analysts in the U.S., U.K., Continental Europe, and Asia, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall’s research is based on rigorous, primary research, and is widely respected for the quality, depth, and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

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