



TCS

F&A BPO in Financial Services

Vendor Assessment Report Abstract

September 2014

By Jessica Soler
Finance & Accounting BPO
Industry Sector Analyst
NelsonHall

6 pages

research.nelson-hall.com





Who Is This Vendor Assessment For?

NelsonHall's Vendor Assessment for TCS is a comprehensive assessment of TCS' Finance and Accounting BPO offerings and capabilities in the financial services sector. This report is designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of F&A services and identifying vendor suitability for F&A 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 vendor assessment analyzes TCS' F&A BPO offerings and capabilities in the financial services sector. TCS is one of a number of F&A outsourcing services companies analyzed as part of NelsonHall's comprehensive industry-analysis programs.

Tata Consultancy Services, Ltd. (TCS), headquartered in Mumbai, India, was established in 1968 and is an IT, consulting and BPO organization which is part of the Tata Group. As of December 31, 2013, TCS had ~290k employees in 44 countries, and annual revenues of ~\$13bn.

F&A BPO within the BFSI space contributes ~30% of TCS' F&A BPO revenues which is predominantly (~80%) generated from North American clients. Approximately 13% is generated from EMEA clients and the remainder from emerging countries in LATAM.

Scope of the Report

This report provides a comprehensive and objective analysis of TCS' F&A BPO offerings, capabilities, and market and financial strength with regard to the FS sector, including:

- Analysis of the company's offerings and key service components
- Revenue estimates
- Identification of the company's strategy, emphasis and new developments
- Profile and analysis of the company's customer base, including its targeting strategy
- Analysis of the company's strengths, weaknesses and outlook.



Contents

1. Background

2. Revenue Summary

3. Key Offerings

4. Delivery Capability and Partnerships

5. Target Markets

6. Strategy

7. Strengths & Challenges
 - 7.1 Strengths

 - 7.2 Challenges

8. Outlook

Report Length

6 pages

Report Author

Jessica Soler

jessica.soler@nelson-hall.com

F&A BPO in Financial Services Vendor Assessments Also Available for:

Genpact
EXL
HCL
IGATE
Infosys
WNS
Wipro