



# Transforming Mortgage and Loan Services Market Assessment and Forecast

Market Analysis  
Abstract

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[www.nelsonhall.com](http://www.nelsonhall.com)





## Who Is This Report For?

NelsonHall's "Transforming Mortgage and Loan Services Market Assessment and Forecast" report is a comprehensive market assessment report designed for:

- Sourcing managers investigating sourcing developments within the lending and banking industry
- Vendor marketing, sales and business managers developing strategies to target service opportunities within the lending and banking industry
- Financial analysts and investors specializing in the lending and banking industry sector.

## Scope of the Report

The report analyzes the global market for mortgage and loan services and addresses the following questions:

- What is the current and future market for mortgage and loan services?
- What is the size and growth of the mortgage and loan services market by market segment?
- Within mortgage and loan services, which processes are emerging strongly?
- What are the market segments for mortgage and loan services and their characteristics? What are the drivers, benefits, and inhibitors for each segment? What are vendor capabilities by segment?
- What technologies and platforms are being utilized and what are the implications by market segment?
- What are vendor challenges and critical success factors by market segment?
- How vendors are positioned within each mortgage and loan services market segment?
- Additional topics include: contract lengths; pricing models; partnerships; acquisitions; delivery center locations and the use of offshoring; vendor targeting by client size, geography, and industry.



## Key Findings & Highlights

Mortgage and loan services vendors increasingly deliver combined PS, cloud migration, and BPaaS services. Mortgage and loan services are a mature business with tier 1 banks looking to setup subsidiaries to enter new markets and create omnichannel brands/offerings. COVID has driven a shift from originations to default management. Clients continue to migrate to hybrid cloud. Vendors provide consulting on digital transformation and platform consolidation. Managed services include SaaS, and BPS. Clients have been focusing on flexing delivery to accommodate large volume shifts and addressing competitive threats from new entrants including: specialty lenders and startup lenders.

## Contents

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1. Changing Shape of Transforming Mortgage and Loan Services

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  2. Buy-side Requirements

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  3. Market Size and Growth

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  4. Vendor Market Shares

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  5. Vendor Offerings & Targeting

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  6. Vendor Challenges and Success Factors

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  7. Appendix A: Service Definitions

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  8. Appendix B: Vendor Details

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  9. Appendix C: Key Regulations
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## Report Length

91 pages, consisting of 6 chapters and 2 Appendices

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