



Wipro CMS in Retail Banking

Vendor Assessment
Report Abstract

February 2014

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7 pages

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Who Is This Vendor Assessment For?

NelsonHall's CMS in retail banking industry sector profile on Wipro is a comprehensive assessment of Wipro's retail banking sector customer management services (CMS) offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CMS to serve the retail banking sector and identifying vendor suitability for CMS 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

Wipro is a publicly-held company headquartered in Karnataka, India. Wipro is a global technology, consulting and operations outsourcing services company. It entered the BPO space with the acquisition of Spectramind in 2002-2003 and has retained a strong focus on customer management services (CMS) within its BPO business.

Current Wipro CMS retail banking clients include:

- U.K. based banking group
- U.S. based mortgage servicing company.

Wipro is currently offering the following services to retail banking clients:

- Overall customer care including voice/IVR & non-voice customer care support (secured messaging)
- Core banking-related services:
 - account enquiries
 - customer service for billing queries
 - fraud management/investigations
 - technical support
- Credit card-related services:
 - customer care
 - collections
 - fraud management/investigations
 - dispute correspondence
 - technical support
- Mortgage-related services:
 - customer care
 - loan servicing
 - payment processing
 - collections.

Scope of the Report

The report provides a comprehensive and objective analysis of Wipro's retail banking sector CMS offerings, 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 retail banking sector customer base, including the company's targeting strategy and examples of current contracts
- Analysis of the company's retail banking sector CMS offerings and key service components
- Analysis of the company's delivery organization including the geography of delivery locations used for retail banking sector clients.



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Report Length

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CMS in Retail Banking Vendor Assessments Also Available for: Aditya Birla Minacs, Aegis, EGS, Firstsource, Infosys, Serco, Sitel, Teleperformance, Transcom and transcocosmos