

Everest Group

PEAKTM
M A T R I X

GLOBAL PREVIEW

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K N O W L E D G E

2015 GLOBAL PREVIEW



IT Outsourcing in Banking, Financial Services, and Insurance (BFSI): Banking AO Service Providers' Assessment

Analyst Panel

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 **Everest Group**
From **insight** to **action**.

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Everest Group PEAK Matrix for Banking AO

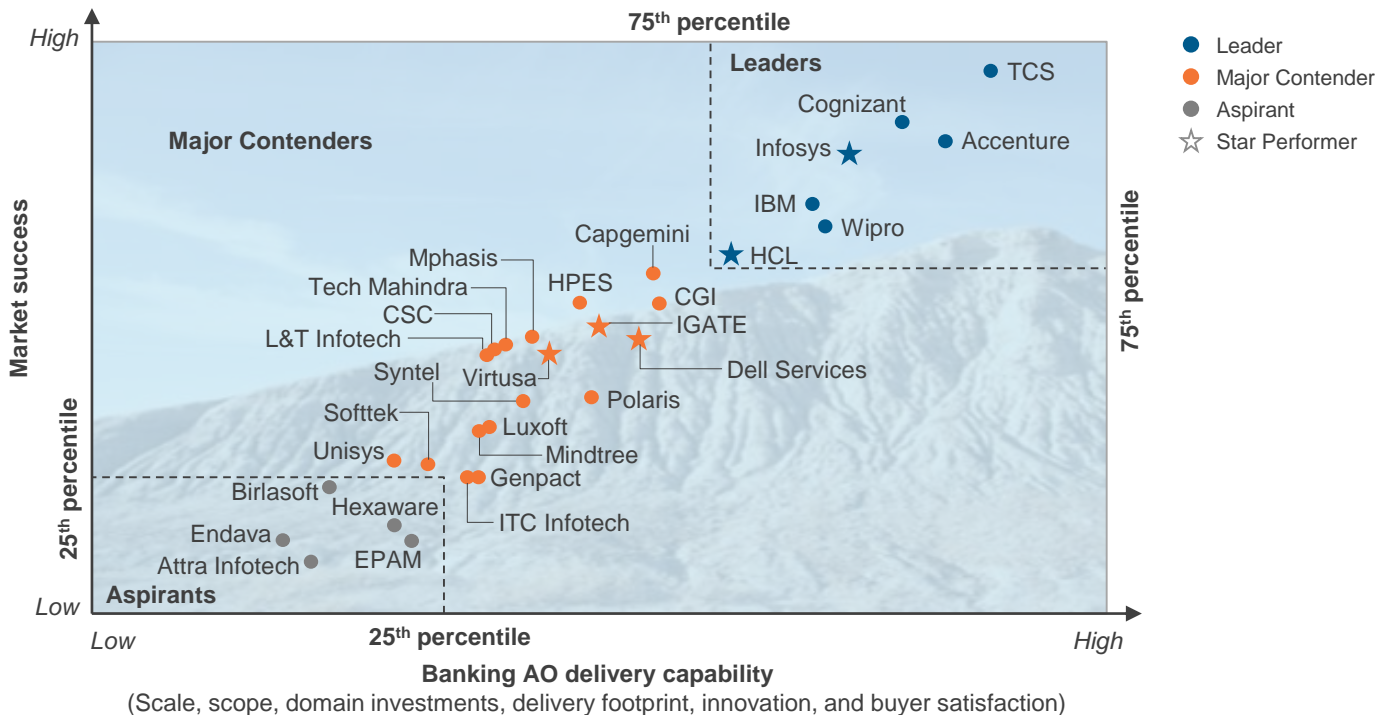
Announcing the 2015 Banking AO Market Leaders

Accenture, Cognizant, HCL, IBM, Infosys, TCS, and Wipro are the current Leaders on Everest Group's PEAK Matrix for banking AO based on their market successes and overall banking AO delivery capabilities.

The 2015 PEAK Matrix for banking AO is based on 500+ large multi-year banking AO contracts signed by 30+ service providers.



Everest Group Performance | Experience | Ability | Knowledge (PEAK) Matrix for large banking AO relationships



Note: Assessment for Accenture, Capgemini, CSC, Endava, Hexaware, HPES (HP Enterprise Services), IBM, and Mphasis excludes service provider inputs, and is based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interactions with banking buyers

Everest Group also identified five service providers as the "2015 Banking AO Market Star Performers" – Dell Services, HCL, IGATE, Infosys, and Virtusa. This was based on the relative year-over-year movement of different service providers on the PEAK Matrix.

Methodology

The PEAK Matrix is a framework to assess the relative market success and overall capability of service providers. Service providers are positioned on the PEAK Matrix based on evaluation across two key dimensions

- Market success measured by the ACV of large active AO deals, Number of large active AO deals, and yearly vertical specific AO revenue growth
- Delivery capability measured by scale of operations, scope, domain investment, delivery footprint, innovation, and buyer satisfaction

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Banking AO Service Provider Assessment (page 1 of 2)

Banking AO services assessment dashboard



Service provider	Delivery capability						Market success
	Scale	Scope	Domain expertise	Delivery footprint	Buyer satisfaction	Innovation	
Accenture	2	2	3	2	NA ¹	2	2
Attra Infotech	1	2	2	1	2	1	1
Birlasoft	2	2	2	2	2	1	1
Capgemini	2	2	2	2	NA ¹	2	2
CGI	2	2	2	2	2	2	2
Cognizant	2	2	2	2	2	2	2
CSC	2	2	2	2	NA ¹	2	2
Dell Services	2	2	2	2	2	2	2
Endava	1	2	2	1	NA ¹	2	1
EPAM	2	2	2	2	2	1	1
Genpact	2	2	2	2	2	2	1
HCL	2	2	2	2	2	2	2
Hexaware	2	2	2	2	NA ¹	2	1
HPES	2	2	2	2	NA ¹	2	2
IBM	2	2	2	3	NA ¹	2	2
IGATE	2	2	2	2	2	2	2
Infosys	2	2	2	2	2	2	2
ITC Infotech	2	2	2	1	2	2	1

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Banking AO Service Provider Assessment (page 2 of 2)

Banking AO services assessment dashboard (continued)



Service provider	Delivery capability						Market success
	Scale	Scope	Domain expertise	Delivery footprint	Buyer satisfaction	Innovation	
L&T Infotech	2	2	2	2	NA ¹	2	2
Luxoft	2	3	3	2	3	2	2
Mindtree	2	3	3	2	3	3	2
Mphasis	2	3	3	2	NA ¹	2	2
Polaris	2	3	3	2	2	2	2
Softtek	2	3	2	2	2	2	2
Syntel	2	3	2	2	NA ¹	2	2
TCS	5	3	5	5	3	3	5
Tech Mahindra	2	3	2	2	NA ¹	2	2
Unisys	2	2	2	2	2	2	2
Virtusa	2	2	3	2	3	2	2
Wipro	3	5	3	2	2	2	2

¹ Buyer satisfaction score and overall PEAK Matrix positioning adversely impacted for those service providers who provided inadequate number of buyer references

Banking organizations globally are focusing on a triple mandate: run, manage, and change the bank. This focus translates into efficiency, compliance, and transformation initiatives. In such an environment, customer intimacy, digital enablement, and innovative engagement models are driving success for service providers. The landscape is transforming rapidly with the rise of challengers who are displacing incumbents through risk-linked pricing models, innovation in digital technologies, investments in proprietary solutions, and spearheading adoption of new productivity and delivery methodologies.

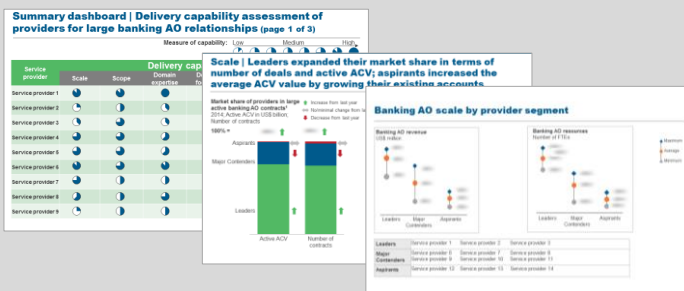
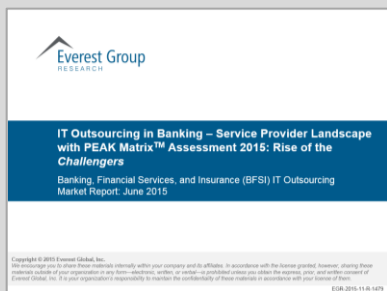
– Jimit Arora, Vice President



Additional Information

More details on the full report

In the 75-page report, **IT Outsourcing in Banking – Service Provider Landscape with PEAK Matrix™ Assessment 2015: Rise of the Challengers**, 30 banking AO service providers are categorized into Leaders, Major Contenders, and Aspirants. This report is available for purchase: <https://research.everestgrp.com/Product/EGR-2015-11-R-1479>



Other BFSI ITO offerings

Publications

- IT Outsourcing in Global Banking – Annual Report 2015
- Mobile banking Adoption Trends – 2014

Custom services

- Service provider tracking, capability assessments, and benchmarking
- Account intelligence and peer benchmarking in the payer industry
- Competitive intelligence
- Digital strategy formulation


Our global services research offerings


- Market Vista**
Global services tracking across functions, sourcing models, locations, and service providers – industry tracking reports also available
- BFSI¹ Information Technology**
- BFSI¹ Business Process**
- Healthcare & Life Sciences**
- Application & Digital**
- Cloud & Infrastructure**
- Global Sourcing**
- Locations Insider™**
- PricePoint™**
- Finance & Accounting**
- Procurement**
- Human Resources**
- Recruitment Process**
- Contact Center**
- Transaction Intelligence**

- ### Custom research capabilities
- Benchmarking | Pricing, delivery model, skill portfolio
 - Peer analysis | Scope, sourcing models, locations
 - Locations | Cost, skills, sustainability, portfolio – plus a tracking tool
 - Tracking services | Service providers, locations, risk
 - Other | Market intelligence, service provider capabilities, technologies, contract assessment

Subscription information

- The full report is included in the following subscription(s) – **BFSI ITO**
- In addition to published research, a subscription may include analyst inquiry, data cuts, and other services
- If you want to learn whether your organization has a subscription agreement or request information on pricing and subscription options, please contact us

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