



CSC Retail Banking BPO

Vendor Assessment
Report Abstract

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15 pages





Who Is This Vendor Assessment For?

NelsonHall's Retail Banking BPO Vendor Assessment for CSC is a comprehensive assessment of CSC's retail banking BPO (RB BPO) offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of recruitment process outsourcing and identifying vendor suitability for RB BPO 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

CSC is a U.S.-headquartered IT and business services organization, offering ITS, BPO, and consulting services across a number of industries.

As a result of changing regulations and cost pressures coming out of the global recession, retail banks need to change their management of operational processes. Banks are looking for help in rebuilding their RB operational capabilities to address the current market realities. CSC is seeing significant demand from global financial institutions, particularly in countries and regions where costs are high (mature markets) or volumes are low (emerging markets).

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Scope of the Report

The report provides a comprehensive and objective analysis of CSC's retail banking BPO offerings, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphases 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 key service components
- Analysis of the company's delivery organization including the geography of delivery locations.

Report Length

15 pages

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Retail banking BPO Vendor Assessments Also Available for:

Infosys

Firstsource

TCS

iGate Patni

WNS

Wipro

Cognizant

Genpact