



Banking and Financial Services Sourcing Landscape

Banking and Financial Services is one of the most challenging business models for sourcing providers. Within the average bank there are five to seven additional businesses, including: Capital Markets, Brokerage, Mortgage, Banking Services and Lending. Additionally, having survived the greatest financial crisis since the great depression, Banking and Financial Services has gone through dramatic changes over the last five years, from supporting regulatory changes to facilitating reporting requirements.

HfS KNOWS YOUR PRIORITIES

Regulatory compliance

Improved customer experience

Combating anti-money laundering and fraud activities

Reducing cost and increasing profits

Of the financial services companies HfS has surveyed, 74% expressed interest in increasing outsourcing over the next three years. Global service providers are reacting to this interest with more industry-specific solutions and aggressive pricing. But that doesn't make it easier for you to navigate the changing landscape. HfS tracks not only the large global providers but also domestic service providers like SunGard or Fiserv and private label providers such as PNC, Northern Trust and Mellon Bank.

As you move deeper into the sourcing landscape, let HfS analysts illuminate how models and providers have both adapted and matured to support the changes in your business. Our community of industry leaders lets us keep our finger on the pulse of emerging trends, allowing us to share innovative approaches to global workforce and sourcing strategies.

LEARN MORE

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