



Everest Group PEAK Matrix[®] for Financial Crime and Compliance (FCC) Operations Service Providers 2021

Focus on Infosys
November 2021



Background of the research

Financial Crime and Compliance (FCC) operations have been growing at a fast pace, as most of the Financial Institutions (FIs) struggle to meet cost restrictions while trying to address regulatory challenges and the threat of financial crime associated with heavy penalties and loss of reputation. The evolving regulations in the financial sector call for a dynamic regulatory compliance check, which is difficult for these institutions to manage globally. Enterprises are looking for support to meet the regulatory challenges as well as fight financial crime while managing costs. With the pandemic hitting the industry hard, agent availability was severely impacted creating a golden window of opportunity for financial crime perpetrators. This further increased the demand for services and technology in FCC.

The growing requirement for FCC support and digital technologies provided opportunities for service providers to further augment their capabilities and add offerings for advisory, platform-led services, and advanced digital solutions. The demand to increase efficiency and productivity by reducing false positives and manual intervention remain of prime importance to buyers.

In this research, we present an assessment of 23 FCC operations service providers featured on the FCC Operations – Services PEAK Matrix®. The assessment is based on Everest Group’s annual RFI process for calendar year 2020, interactions with leading FCC operations services providers, client reference checks, and an ongoing analysis of the FCC operations market.

This report includes the profiles of the following 23 leading FCC operations service providers featured on the FCC operations – services PEAK Matrix®:

- **Leaders:** Accenture, Genpact, IBM-Promontory, Infosys, PwC, TCS, and Wipro
- **Major Contenders:** Cognizant, Exela Technologies, EXL, Guidehouse, HCL Technologies, KPMG, Mphasis, NTT DATA, Tech Mahindra, Teleperformance, and WNS
- **Aspirants:** Atos Syntel, Capgemini, DXC Technology, Sutherland Global Services, and TMF Group

Scope of this report:



Geography
Global



Service providers
23

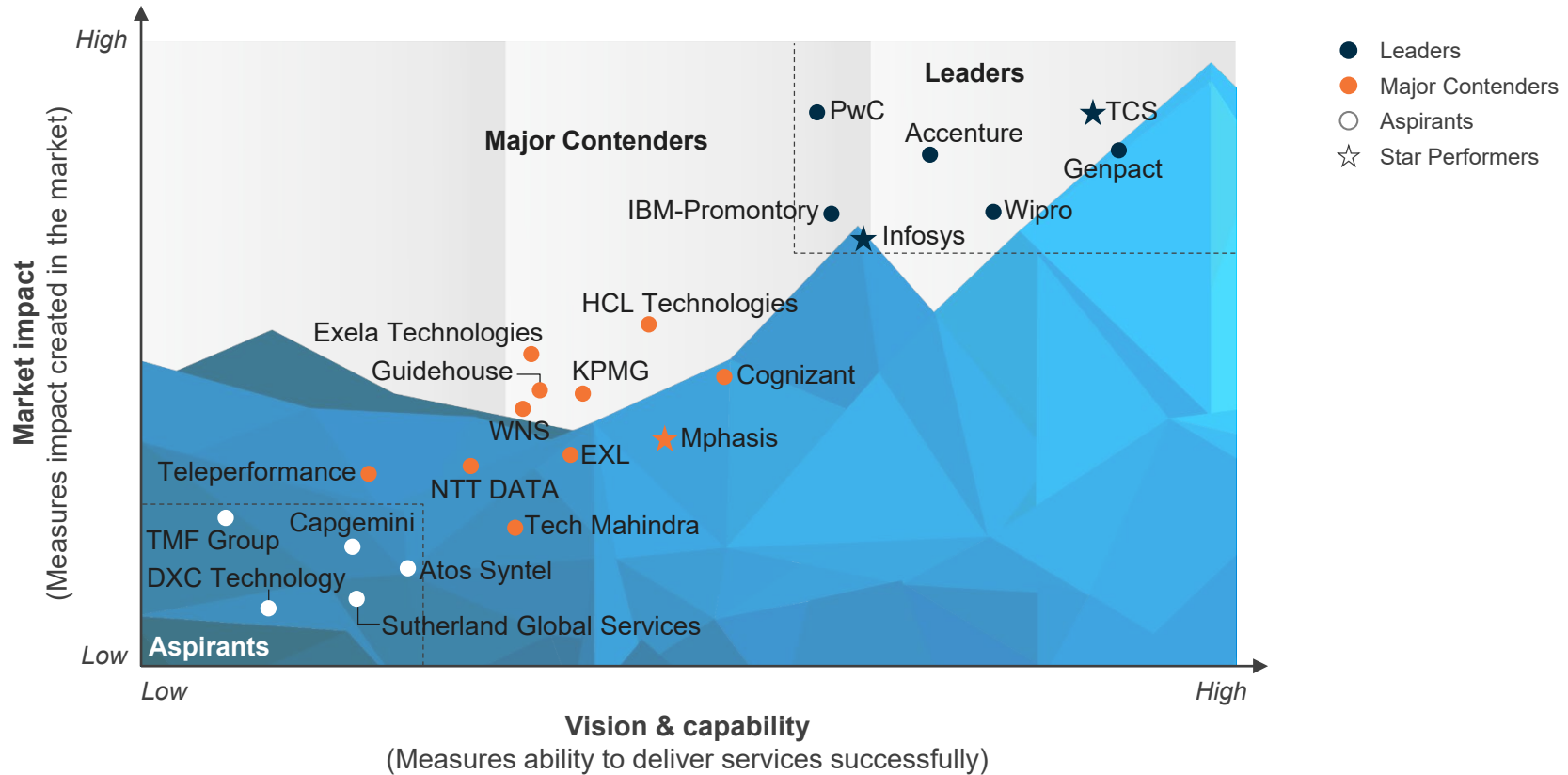


Services
Financial crime & compliance

Everest Group PEAK Matrix®

Financial Crime and Compliance (FCC) Operations – Services PEAK Matrix® Assessment 2021 | Infosys as a Leader and Star Performer

Everest Group Financial Crime and Compliance (FCC) Operations – Services PEAK Matrix® Assessment 2021¹



¹ Assessment for Atos Syntel, Capgemini, DXC Technology, Exela Technologies, Guidehouse, KPMG, NTT DATA, Sutherland Global Services, Teleperformance, and TMF Group excludes service provider inputs on this particular study and is based on Everest Group’s estimates that leverage Everest Group’s proprietary Transaction Intelligence (TI) database, ongoing coverage of these service providers, their public disclosures, and interaction with buyers. For these companies, Everest Group’s data for assessment may be less complete

Source: Everest Group (2021)

Infosys | FCC operations profile (page 1 of 5)

Overview

Company overview

Infosys BPM has a strong compliance practice committed to deliver comprehensive FCC solutions that fit client requirements by leveraging its mature process capabilities, best practices extracted from expertise in outsourcing operations, packaged applications across industries, tools, frameworks, and other accelerators. Infosys has built differentiated capabilities in FCC with 4,500+ SMEs across operations, technology, and consulting and has developed proprietary AI and RPA-based solutions in the FCC space.

Headquarters: Bangalore, India

Website: www.infosysbpm.com

Key leaders

- Anantha Radha Krishnan, Managing Director & Chief Executive Officer
- Kapil Jain, Head of Sales & Capability
- Binod Choudhary, SVP Business Delivery Head
- Sreenath Ramakrishnan, AVP, Head FSHIL & Presales

Suite of services

- Compliance-as-a-Service (CaaS)
- Remediation-as-a-Service (RaaS)

FCC operations	2018 ¹	2019 ¹	2020 ¹
Revenue (US\$ million)	27	34	44
Number of FTEs	906	1,192	1,507
Number of clients	17	23	28

Recent acquisitions and partnerships

- 2020: partnered with NICE Actimize to offer end-to-end financial crime solutions – Compliance-as-a-Service (CaaS) offering targeting tier-1 financial institutions
- 2020: partnered with AML Partners LLC (institutional clients) and Signzy (retail clients) to launch CaaS offering targeting tier-2 and tier-3 banks
- 2020: partnered with Exiger through a joint GTM to create screening utility for the APAC region and further expand the offering to other geographies
- 2020: partnered with Featurespace in integrated IT+BPM fraud Ops

Recent developments

- 2020: onboarded senior industry experts onsite to drive growth of FCC practice
- 2020: formation of FCC digital transformation team to drive RPA-/AI-/NLP-based automation solutions
- 2020: digitization of fraud disputes and chargeback solution to automate the process and reduce losses through AI-/ML-assisted predictability on arbitration and claims
- 2020: developed automated account onboarding, an accelerated account onboarding that focuses on reducing the client account opening timelines while preserving the integrity of KYC
- 2020: strengthened partnership with its alliance partners to create end-to-end solutions for Compliance-As-a-Service, Remediation-As-a-Service, and screening utility
- 2019: creation of in-house training modules in KYC, sanctions, and fraud operations hosted on the Lex platform, a next generation learning solution, which has the flexibility of self-paced learning through mobility
- 2019: transformation solution in the AML transaction monitoring & sanctions space to automate the end-to-end value chain of the process through in-house tools developed and deployed to existing engagements
- 2019: developed KYC workbench solution to reduce the overall TAT and manual effort

¹ 12 months ending December 31 of any particular year, i.e., from January 1, YYYY to December 31, YYYY

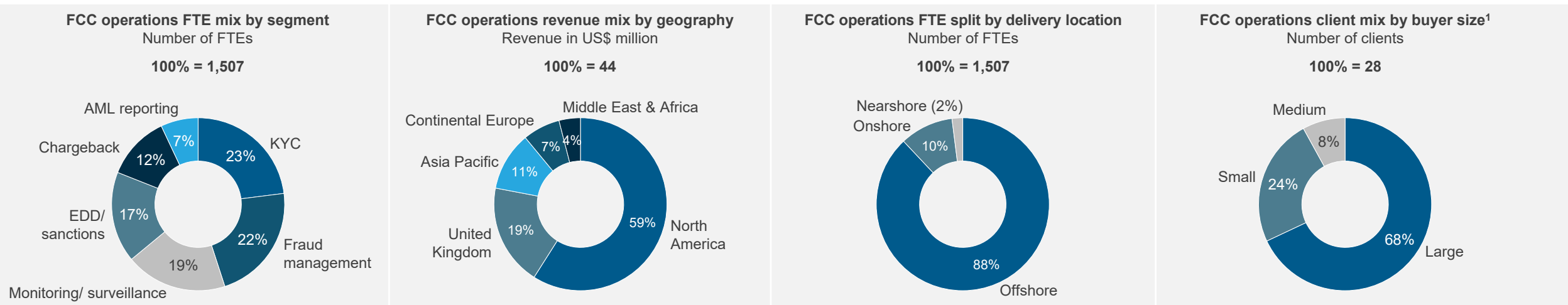
Infosys | FCC operations profile (page 2 of 5)

Key delivery locations



Infosys | FCC operations profile (page 3 of 5)

Capabilities and key clients



Key FCC operations engagements

Client name	LOB (KYC, EDD/sanctions, monitoring/surveillance, AML reporting, fraud management, chargeback, or others)	Region	Client since
A global bank based in Australia	KYC, EDD/sanctions, and AML reporting	APAC	2020
The third largest bank in the Netherlands	KYC, EDD/sanctions, monitoring/surveillance, and AML reporting	Continental Europe	2019
A leading bank in the Middle East	AML transaction screening, monitoring/surveillance, and AML reporting	MEA, Continental Europe, and APAC	2017
A leading bank in the US	Fraud management & chargeback	North America	2016
A leading commercial leasing & financing company in the US	KYC, EDD/sanctions, monitoring/surveillance, AML reporting, and fraud management	North America	2015
UK-based private & wealth management bank	KYC EDD/sanctions and AML reporting	Continental Europe	2015
One of the largest regional banks in the US	Fraud management and chargeback	Americas	2005

¹ Buyer size is defined as large (>US\$10 billion in revenue), medium (US\$5-10 billion in revenue), and small (<US\$5 billion in revenue)

Infosys | FCC operations profile (page 4 of 5)










Technology solutions/tools

Application	LOB	Year launched	Description	No. of operations clients
Accelerated account onboarding	KYC and AML	2020	The solution is a flagship offering that focuses on reducing the client account opening timelines while preserving the integrity of KYC information. This offering uses digital transformation, automation, and FinTech levers. (i) Next-generation KYC – sourcing of information from public sources (ii) Smart automation –extracting relevant information (BOs, Directors, other KYC information) from documents and (iii) Screening disposition – adverse media disposition, PEP, & sanctions.	3
Compliance-as-a-service	KYC and AML	2020	The offering includes Infosys Actimize Digital Suite, a set of accelerators designed for faster time-to- market and predictability in implementation, combined with a cloud offering, that helps in reducing the Total Cost of Ownership (TCO).	1
Digitization of fraud disputes investigation	Fraud	2020	The solution offers creation of digitized solutions in fraud disputes and chargeback process to automate the process and reduce losses through AI-/ML-assisted predictability on arbitration and claims.	2
AML alert workbench – extended to sanctions	AML	2019	AI & automation tool for alerts investigation to reduce handling time and improve high throughput per analyst. The tool aggregates & analyzes transaction and predicts the outcome of the alert as suspicious or otherwise, using ML assistance	2
Remediation of AML/KYC programs	AML	2019	This offering centers on remediation of AML and KYC programs to improve controls effectiveness redesigning surveillance scenarios, AML rolling reviews, etc.)	4
Adverse media disposition	KYC, EDD/sanctions, monitoring/surveillance, and AML reporting	2019	This NLP-/ontology-based solution improves operational efficiency in adverse media screening by providing users with disposition recommendation along with its rationale	4

Infosys | FCC operations profile (page 5 of 5)

Everest Group assessment – Leader

Measure of capability:  Low  High

Market impact				Vision & capability				
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
								

Strengths

- Infosys has worked toward building significant FCC offerings and expanding its portfolio with diverse technology solutions and offerings in all FCC processes
- It has further augmented its in-house capabilities through partnerships with leading FinTechs, such as Exiger, as well as advisory/consulting firms
- It has strengthened its delivery capabilities globally, with investments in new centers in onshore, offshore, and nearshore regions
- It has made significant incursions in Asia Pacific and Continental Europe, with multiple new client engagements
- In a continued endeavor, Infosys has developed multiple point solutions for FCC processes such as adverse media screening, sanctions, account onboarding, disputes, and chargeback, among others
- Talent upskilling for FCC activities has been ongoing in the form of training and alliances formed with certification agencies as well as onboarding of SMEs. Infosys has now also launched dedicated FCC-specific online training modules to further enhance its domain experience

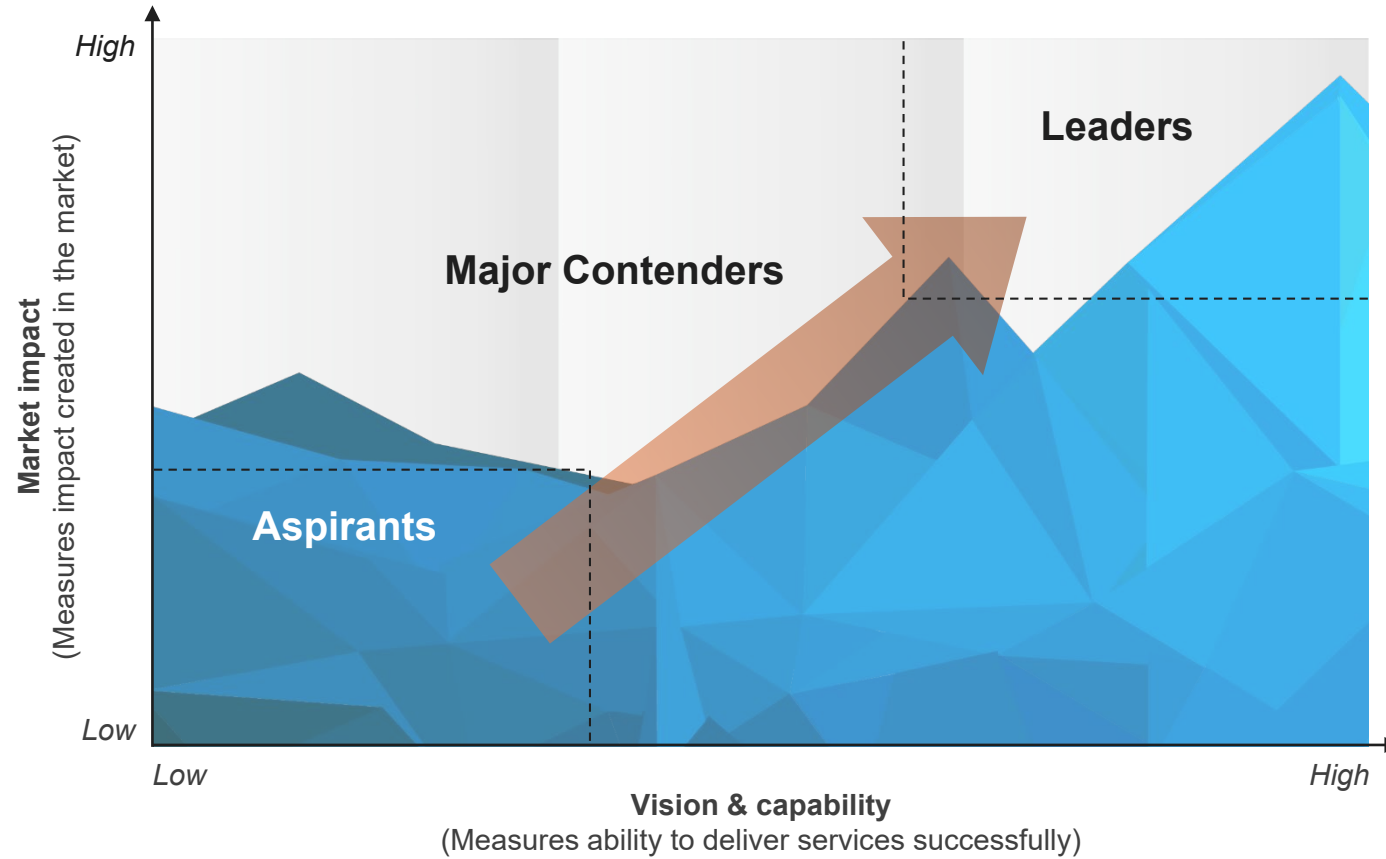
Limitations

- Infosys has launched multiple solutions in FCC operations, but most of them are point solutions catering to a specific LOB. Currently, it does not have an end-to-end or a platform-led offering
- Infosys' FCC client base predominantly comprises large traditional buyers. Its clientele is relatively limited when it comes to small- and mid-sized clients as well as the newer category of buyers comprising nonbanks
- Leverage of analytics in Infosys's engagement is limited. As such clients miss out on some value-adds in the form of actionable insights from data or improvement opportunities

Appendix

Everest Group PEAK Matrix® is a proprietary framework for assessment of market impact and vision & capability

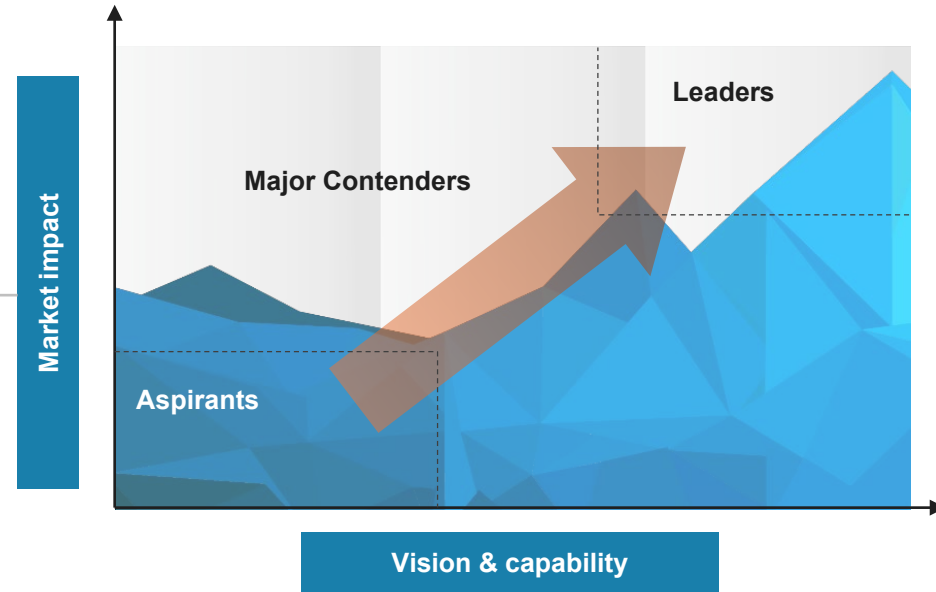
Everest Group PEAK Matrix



Services PEAK Matrix® evaluation dimensions

Measures impact created in the market – captured through three subdimensions

- Market adoption**
Number of clients, revenue base, YOY growth, and deal value/volume
- Portfolio mix**
Diversity of client/revenue base across geographies and type of engagements
- Value delivered**
Value delivered to the client based on customer feedback and transformational impact



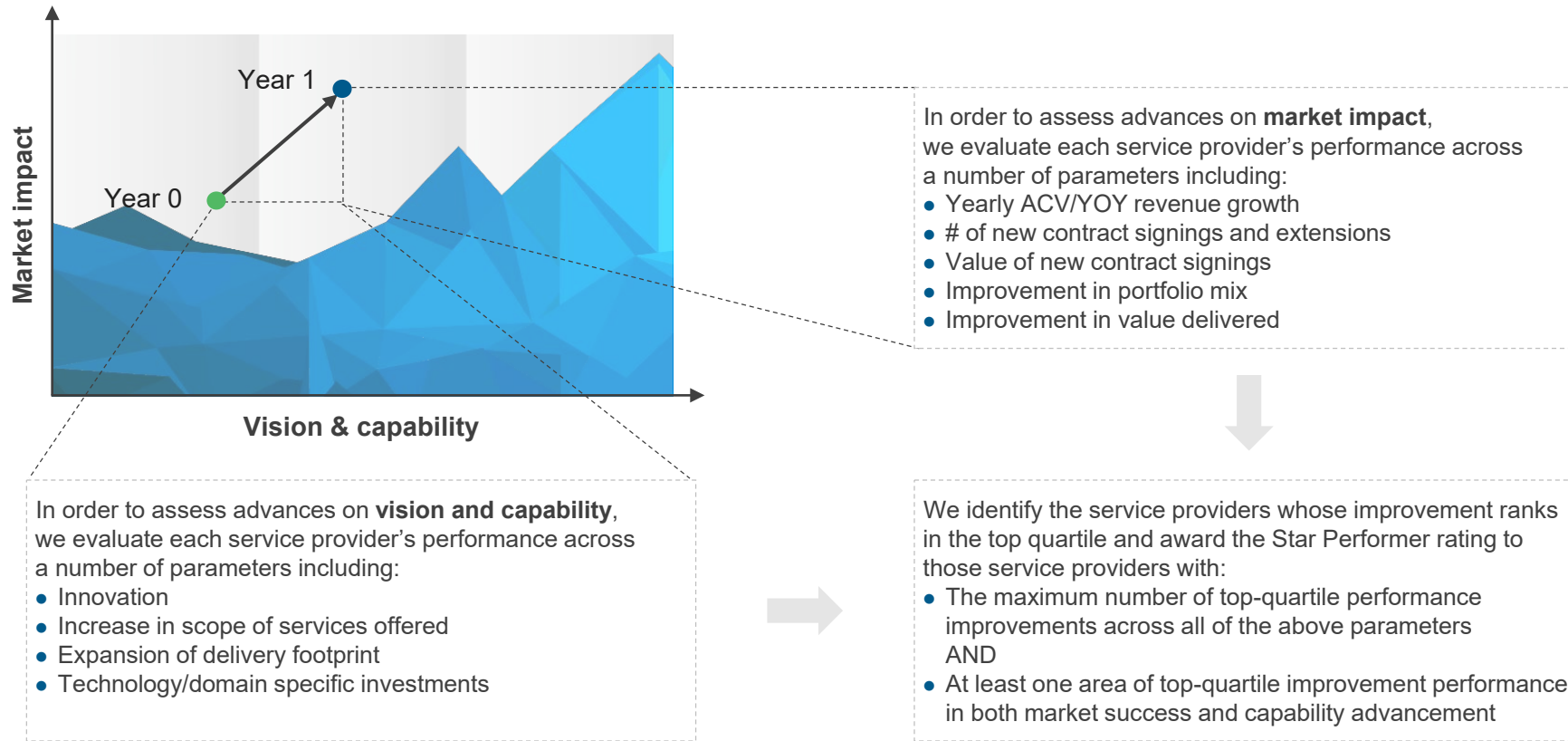
Measures ability to deliver services successfully. This is captured through four subdimensions

- Vision and strategy**
Vision for the client and itself; future roadmap and strategy
- Scope of services offered**
Depth and breadth of services portfolio across service subsegments/processes
- Innovation and investments**
Innovation and investment in the enabling areas, e.g., technology IP, industry/domain knowledge, innovative commercial constructs, alliances, M&A, etc.
- Delivery footprint**
Delivery footprint and global sourcing mix

Everest Group confers the Star Performers title on providers that demonstrate the most improvement over time on the PEAK Matrix®

Methodology

Everest Group selects Star Performers based on the relative YOY improvement on the PEAK Matrix



The Star Performers title relates to YOY performance for a given vendor and does not reflect the overall market leadership position, which is identified as Leader, Major Contender, or Aspirant.

FAQs

Does the PEAK Matrix® assessment incorporate any subjective criteria?

Everest Group's PEAK Matrix assessment adopts an unbiased and fact-based approach (leveraging service provider / technology vendor RFIs and Everest Group's proprietary databases containing providers' deals and operational capability information). In addition, these results are validated / fine-tuned based on our market experience, buyer interaction, and provider/vendor briefings

Is being a “Major Contender” or “Aspirant” on the PEAK Matrix, an unfavorable outcome?

No. The PEAK Matrix highlights and positions only the best-in-class service providers / technology vendors in a particular space. There are a number of providers from the broader universe that are assessed and do not make it to the PEAK Matrix at all. Therefore, being represented on the PEAK Matrix is itself a favorable recognition

What other aspects of PEAK Matrix assessment are relevant to buyers and providers besides the “PEAK Matrix position”?

A PEAK Matrix position is only one aspect of Everest Group's overall assessment. In addition to assigning a “Leader”, “Major Contender,” or “Aspirant” title, Everest Group highlights the distinctive capabilities and unique attributes of all the PEAK Matrix providers assessed in its report. The detailed metric-level assessment and associated commentary is helpful for buyers in selecting particular providers/vendors for their specific requirements. It also helps providers/vendors showcase their strengths in specific areas

What are the incentives for buyers and providers to participate/provide input to PEAK Matrix research?

- Participation incentives for buyers include a summary of key findings from the PEAK Matrix assessment
- Participation incentives for providers/vendors include adequate representation and recognition of their capabilities/success in the market place, and a copy of their own “profile” that is published by Everest Group as part of the “compendium of PEAK Matrix providers” profiles

What is the process for a service provider / technology vendor to leverage their PEAK Matrix positioning and/or “Star Performer” status ?

- Providers/vendors can use their PEAK Matrix positioning or “Star Performer” rating in multiple ways including:
 - Issue a press release declaring their positioning. See [citation policies](#)
 - Customized PEAK Matrix profile for circulation (with clients, prospects, etc.)
 - Quotes from Everest Group analysts could be disseminated to the media
 - Leverage PEAK Matrix branding across communications (e-mail signatures, marketing brochures, credential packs, client presentations, etc.)
- The provider must obtain the requisite licensing and distribution rights for the above activities through an agreement with the designated POC at Everest Group.

Does the PEAK Matrix evaluation criteria change over a period of time?

PEAK Matrix assessments are designed to serve present and future needs of the enterprises. Given the dynamic nature of the global services market and rampant disruption, the assessment criteria are realigned as and when needed to reflect the current market reality as well as serve the future expectations of enterprises



Everest Group is a research firm focused on strategic IT, business services, engineering services, and sourcing. Our clients include leading global companies, service providers, and investors. Clients use our services to guide their journeys to achieve heightened operational and financial performance, accelerated value delivery, and high-impact business outcomes. Details and in-depth content are available at www.everestgrp.com.

Stay connected

Website

everestgrp.com

Social Media

-  @EverestGroup
-  @Everest Group
-  @Everest Group
-  @Everest Group

Blog

everestgrp.com/blog

Dallas (Headquarters)

info@everestgrp.com
+1-214-451-3000

Bangalore

india@everestgrp.com
+91-80-61463500

Delhi

india@everestgrp.com
+91-124-496-1000

London

unitedkingdom@everestgrp.com
+44-207-129-1318

Toronto

canada@everestgrp.com
+1-647-557-3475

This document is for informational purposes only, and it is being provided "as is" and "as available" without any warranty of any kind, including any warranties of completeness, adequacy, or fitness for a particular purpose. Everest Group is not a legal or investment adviser; the contents of this document should not be construed as legal, tax, or investment advice. This document should not be used as a substitute for consultation with professional advisors, and Everest Group disclaims liability for any actions or decisions not to act that are taken as a result of any material in this publication.