



Mark Gilliver
Director - Business
Development

BSA May 2022



A TECH MAHINDRA COMPANY

Emerging **customer-centric** opportunities for outsourcing within the Mutual sector

- The outsourcing market has seen a significant change in recent years, presenting new challenges and opportunities for the sector
- We'll explore the shift from a traditional people-based BPO industry to a focus on accessible, digital platforms that will revolutionise customer outcomes.

A much needed **shift** in focus

How it was

- "Your mess for less"
- Cost Out based - similar to the mis-use of digital capabilities
- Lift and shift of working practices
- Problem driven
- Client objective focussed
- Some scale examples of meeting short to mid-term objectives.

What it's becoming

- Greenfield
- Both Cost and Income centred
- Adopt not Adapt
- Strategically transformational
- Customer outcome focussed
- Some live/scale examples of long term thinking.

Why is this change happening?.....

First let's take a look at **market forces**



A change in **appetite** and **ambition**

The old 'status quo'

- Sourcing was predominately pre-defined
- The Outsourcing industry was set up accordingly
 - Servicing focussed
 - People/telephony based
 - Fit for purpose legacy systems
- Short term contracts with minimal headroom for 3rd party investment.

A new direction

- Emergence of Strategic Sourcing practices, upstream engagement now viable
- The Outsourcing industry is quickly adapting to market forces
 - Origination and Servicing focussed, full lifecycle
 - Customer engagement preference based
 - Investment into natively digital platforms & market places
- Mid to long term partnership agreements with shared risk & innovation mechanisms.

What this means for the **FS Market**

- Ongoing consolidation within our industry is creating new opportunities for strategic sourcing approaches
- Through acquisition and technology enabled partnerships “full suite” capabilities are coming together to simplify transformation ambitions of forward looking buyers
- The accessibility of customer centric solutions in one place is becoming possible.



CX/UX, Technology, Operations, Regulatory & Cross Sector Innovation professionals on and offshore.



Multi tenanted Digital Platforms to enable full lifecycle customer servicing.



Financially robust group structures including local regulated entities specialising in complex FS administration.



Single view of customer data sources and analytics across all FS product asset classes.

The new **value** for the Mutual Sector



Social Change

Maximising the opportunity to engage new customer cohorts who align to your values through digital accessibility.



Sector Collaboration

A viable shared approach to non competitive developments such as Open Banking & API investments. Partner collaboration beyond product design.



Broad Community Support

Big life decision services available within the platform, accessible via end to end digital journeys or human interaction.



Barrier Removal

Genuine answers to budget & resource constrains, dependencies on legacy systems, risk appetite and confusing technology partner landscapes.

Request a
Mortgage Hub
demo
here



A TECH MAHINDRA COMPANY

