



Everest Group PEAK Matrix[®] for Risk & Compliance in BFS IT Service Provider 2023

Focus on Wipro
December 2022



Background of the research

- Banking and Financial Services (BFS) firms are undergoing regulatory changes across cybersecurity, KYC/AML, ESG, crypto, climate risk, enterprise risk, financial crime, and financial risk management
- BFS firms face challenges in transforming Risk and Compliance (R&C) functions because of their legacy IT systems that act as roadblocks in using modern technologies such as AI/ML for analytics-driven risk assessment and regulatory reporting
- ESG is no longer merely a compliance task for enterprises as they look to undertake a massive transformation and bring in widespread changes across the organization. Enterprises are looking to evaluate how climate and social factors impact their pillars of risk, track ESG impact on their financial products, and create new services that drive sustainable outcomes
- Service providers are investing in partnerships with technology vendors and building solutions to help BFS firms better manage their risk and compliance function. They are augmenting their service capabilities by investing in tools, accelerators, CoEs, and talent to strengthen their advisory and implementation practices for risk & compliance in BFS

In this research, we present an assessment and detailed profiles of 26 leading service providers featured on the Risk & Compliance in BFS IT Services PEAK Matrix® Assessment 2023. Each provider profile provides a comprehensive picture of its service focus, key Intellectual Property (IP) / solutions, domain investments, and case studies. The assessment is based on Everest Group's annual RFI process for calendar year 2022, interactions with leading IT service providers, client reference checks, and an ongoing analysis of the risk & compliance IT services market.

This report includes the profile of **Wipro** as featured on the [Risk & Compliance in BFS IT Services PEAK Matrix® Assessment 2023](#).

This report includes the profiles of the following 26 leading service providers featured on the Risk & Compliance in BFS IT Services PEAK Matrix® Assessment 2023:

- **Leaders:** Accenture, Capgemini, Cognizant, HCLTech, IBM, Infosys, NTT DATA, TCS, and Wipro
- **Major Contenders:** Atos, Deloitte, DXC Technology, EY, Hitachi Vantara, KPMG, LTI, Maveric Systems, Mindtree, Mphasis, PwC, Tech Mahindra, and Virtusa
- **Aspirants:** Birlasoft, Happiest Minds, NSEIT, and Zensar

Scope of this report



Geography
Global



Providers
26 IT service providers



Services
Risk & compliance in
BFS IT services

Risk & Compliance in BFS IT services PEAK Matrix® characteristics

Leaders:

Accenture, Capgemini, Cognizant, HCLTech, Infosys, IBM, NTT DATA, TCS, and Wipro

- Leaders are trusted partners in addressing risk & compliance challenges for BFS enterprises and have a proven track record of delivering end-to-end solutions across the risk and compliance value chain
- They differentiate themselves by having a long-term vision in managing risk & compliance themes such as climate risk, sustainability, and cybersecurity, which are on top of the CXO agenda
- As large enterprises have taken initiatives to expand their business to digital assets, cryptocurrency, and metaverse, Leaders have proactively built solutions and are testing PoCs that addresses risk & compliance challenges in these areas
- Leaders also have a strong global presence, innovative commercial models, ability to hire and upskill the best talent in the industry, and co-innovation with clients by setting up research and innovation labs. Leaders proactively address data management and regulatory compliance challenges by leveraging AI/ML and cloud to build solutions that align with client needs

Major Contenders:

Atos, Deloitte, DXC Technology, EY, Hitachi Vantara, KPMG, LTI, Maveric Systems, Mindtree, Mphasis, PwC, Tech Mahindra, and Virtusa

- Major Contenders have mature services offerings for BFS enterprises across risk & regulatory compliance. They have made significant headways in expanding their regulatory compliance offerings to Europe as BFS enterprises face challenges in meeting regulations
- They have grown their partnerships with platforms and consulting firms in niche areas of risk, analytics, financial crime, and regulatory reporting
- Major Contenders have also built proprietary solutions and frameworks around data lineage, data standardization, ESG, and AML/KYC standards

Aspirants:

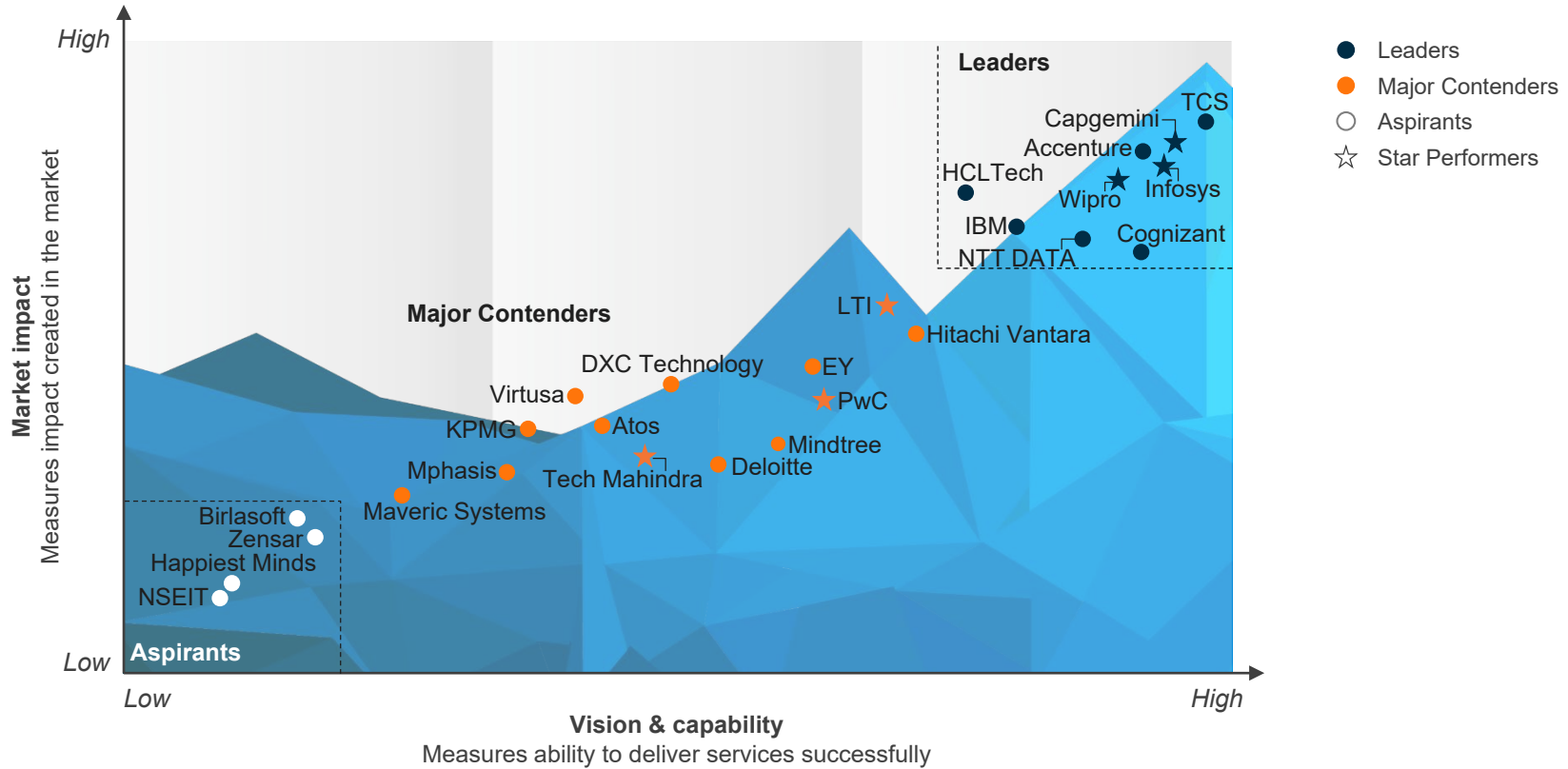
Birlasoft, Happiest Minds, NSEIT, and Zensar

- Aspirants, with their limited services scope, cater to specific geographies and offer point solutions in niche areas of compliance and identity and access management
- They differentiate themselves by being highly responsive to client-specific needs in small scale transformation deals

Everest Group PEAK Matrix®

Risk & Compliance in BFS PEAK Matrix® Assessment 2022 | Wipro positioned as Leader and Star Performer

Risk & Compliance in BFS IT Services PEAK Matrix® Assessment 2022^{1,2}



1 Assessment for Accenture, Atos, Birlasoft, Deloitte, DXC Technology, EY, Happiest Minds, IBM, KPMG, NSEIT, PwC, and Zensar excludes service provider inputs on this 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.

2 The analysis of LTI and Mindtree are based on their capabilities before merger

Source: Everest Group (2022)

Wipro | risk & compliance in BFS IT services profile (page 1 of 4)

Overview

Company overview

Wipro's vision in R&C practice is to be an advisor and partner of choice for financial institutions in their transformational journey. The vision is guided by three broader themes: regulatory compliance, transformation, and thought leadership. Its sustainability risk services portfolio for BFSI is structured across four themes: being responsible, low carbon, experience, and global and social impact.

Key leaders

- **Harpreet Arora** – Global BFSI Domain & Solutions Head
 - **Amit Khullar** – Global Domain Head – BFSI Risk & Compliance
- Headquarters:** Bangalore, India
Website: www.wipro.com

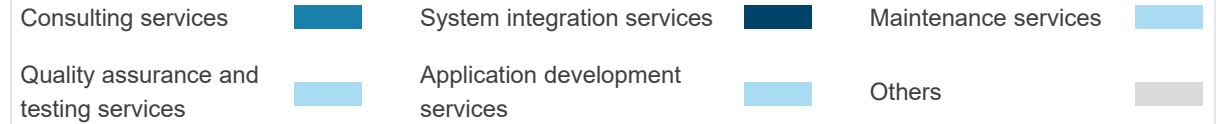
Delivery footprint

Ranges for FTEs: <100, 100-500, 500-5,000, >5,000

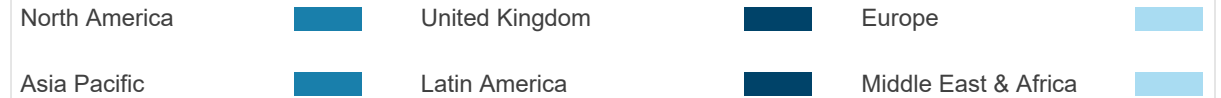
Region	Key cities	No. of FTEs
North America	New York, New Jersey, Chicago, Washington, Atlanta, California, Houston, Seattle, Tampa, Alberta, Oakville, Toronto	500-5,000
United Kingdom	London, Reading, Aberdeen, Edinburgh, Hemel Hempstead	500-5,000
Europe (excluding UK)	Paris, Rennes, Frankfurt, Munich, Dublin, Shannon, Eindhoven	500-5,000
Asia Pacific	Chennai, Coimbatore, New Delhi, Gurgaon, Pune, Mumbai, Kolkata, Bhubaneshwar, Sydney, Melbourne	500-5,000
Latin America	São Paulo, Curitiba, Mexico City, Guadalajara	100-500
Middle East & Africa	Dubai, Abu Dhabi, Bahrain, Riyadh, South Africa	100-500

NA (0%)
 Low (1-20%)
 Medium (20-40%)
 High (>40%)

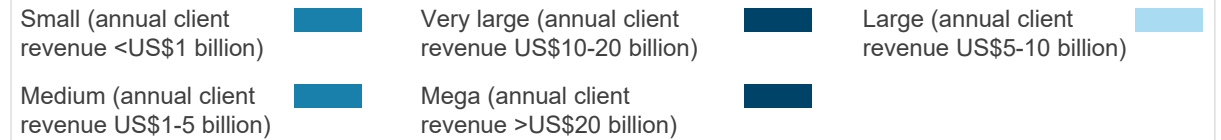
Risk & compliance IT services revenue mix in BFS by services scope



Risk & compliance IT services revenue mix in BFS by geography



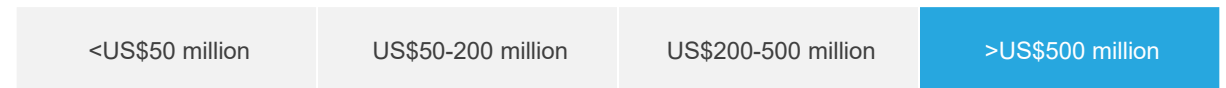
Risk & compliance IT services revenue mix in BFS by buyer size



Number of active clients for risk & compliance in BFS IT services



Revenue from risk & compliance in BFS IT services



Source: Everest Group (2022)

Wipro | risk & compliance in BFS IT services profile (page 2 of 4)

Client success stories

NOT EXHAUSTIVE

Case study 1

Risk and regulatory implementation for a leading North American bank

Business challenge

Consent order remediation across multiple business functions, operational resilience, risk issues, regulatory change management in a multi-country setup, and legacy technology leading to high cost of business operations were some of the challenges.

Solution

- Risk and regulatory data hub was created across LoBs
- Established enterprise risk and regulatory data management framework
- Delivered Basel III credit, counterparty credit risk, liquidity, and large exposure reporting
- Modernized data and reporting architecture created a regulatory insights platform
- Managed EUC remediations across finance, risk, and operation function

Impact

- Streamlined data acquisition and addressed issues raised during regulatory audit findings
- Single global regulatory data source to drive standardization and significant cost savings on technology and operations

Case study 2

Digitization of KYC and modernizing AML platforms

Business challenge

Multiple onboarding/KYC applications existed in the bank, due to which multiple challenges arose such as multiple entries of the customer data in various tools, data duplication, and multiple times outreach to customers. Rules-based AML platform caused false positives and delays in filing the SAR/STR to the client's respective FIU.

Solution

- Built enterprise data lake and financial crime compliance data mart
- Accommodated unstructured and structured data to understand the behavior of the customers
- Implemented alert optimization and scoring solution
- AI-/ML-based automation to streamline financial crime operations

Impact

- Data accuracy in the downstream platform
- Generated true positives and reduced the false positives for the FinCrime domain

Wipro | risk & compliance in BFS IT services profile (page 3 of 4)

Key offerings and investments

NOT EXHAUSTIVE

Proprietary IP/solutions/frameworks/accelerators/tools developed internally to deliver risk & compliance IT services to BFS customers across the following themes

Name	Details
FinCrime – AML – model tuning accelerator	Reduction of false positives, tuning of thresholds, and modification of parameters as per the customer profile or group or business model of the products/services
FinCrime – AML – alert optimization	Intelligent alert volume optimization
FinCrime – fraud models	Builds challenger models to address the use cases such as account take over and check fraud
GRC – risk and controls	Risk and controls optimization concept and framework, RCSA methodology, and approach for addressing enterprise-wide risk assessment
MRM solution with a partner	Helps in model enhancements, model validation, and back testing
ESG data central	Data model and frameworks for TCFD compliance
Quant model validation solution	Independent model validation
Regulatory change management solution	Manage changes for ongoing regulations and new regulatory compliance










Key investments in partnerships/alliances/talent/certifications/CoEs/ M&As/JVs etc. to deliver risk & compliance IT services to BFS enterprises

Name	Type of investment (year)	Details of investment
Capco	Acquisition	To add to its BFSI business in terms of capabilities as well as client base
Adenza (Axiom SL)	Partnership	Joint sales pursuits, implementations, solution ideation, product trainings, and resource white labeling
Oracle OFSAA	Partnership	Joint sales pursuits, implementations, solution ideation, product trainings, and resource white labeling
IBM	Partnership	Joint sales pursuits, implementations, solution ideation, product trainings, and resource white labeling
Xceptor	Partnership	Go-to-market strategy: <ul style="list-style-type: none"> • For Wipro clients – joint sales, lead pre-sales independently, technology consulting and implementation independently, and reach out to partner for any L3 support • For partner clients – lend certified consultants and the remaining tasks are done by the partner independently

Wipro | risk & compliance in BFS IT services profile (page 4 of 4)

Everest Group assessment – Leader and Star Performer

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

- Wipro has been able to win multiple recent deals in the risk and compliance in BFS space on the back of augmenting its transformation and delivery capabilities with Capco's consulting capabilities and client intimacy
- Offers a balanced portfolio of IT and technology services across the R&C space including financial risk, regulatory compliance, FCC, non-financial risk, ESG, and cybersecurity
- Partnerships with leading third-party risk and compliance platforms such as Archer, Axiom, NICE Actimize, FIS, and Wolters Kluwer, as well as with RegTechs and smaller/niche vendors
- Investments in building forward-looking thought leadership on specific risk and compliance topics such as ESG, risk management on cloud, blockchain, financial crime, PCI DSS V4.0, and investments in training, upskilling/cross-skilling, and certifications (FRM/CFA) of risk SMEs
- Clients have appreciated the flexibility offered by Wipro's solutions as they are vendor-agnostic. Wipro's ability to find consensus with difficult stakeholders and providing outcomes backed by analysis have additionally been well-received by clients

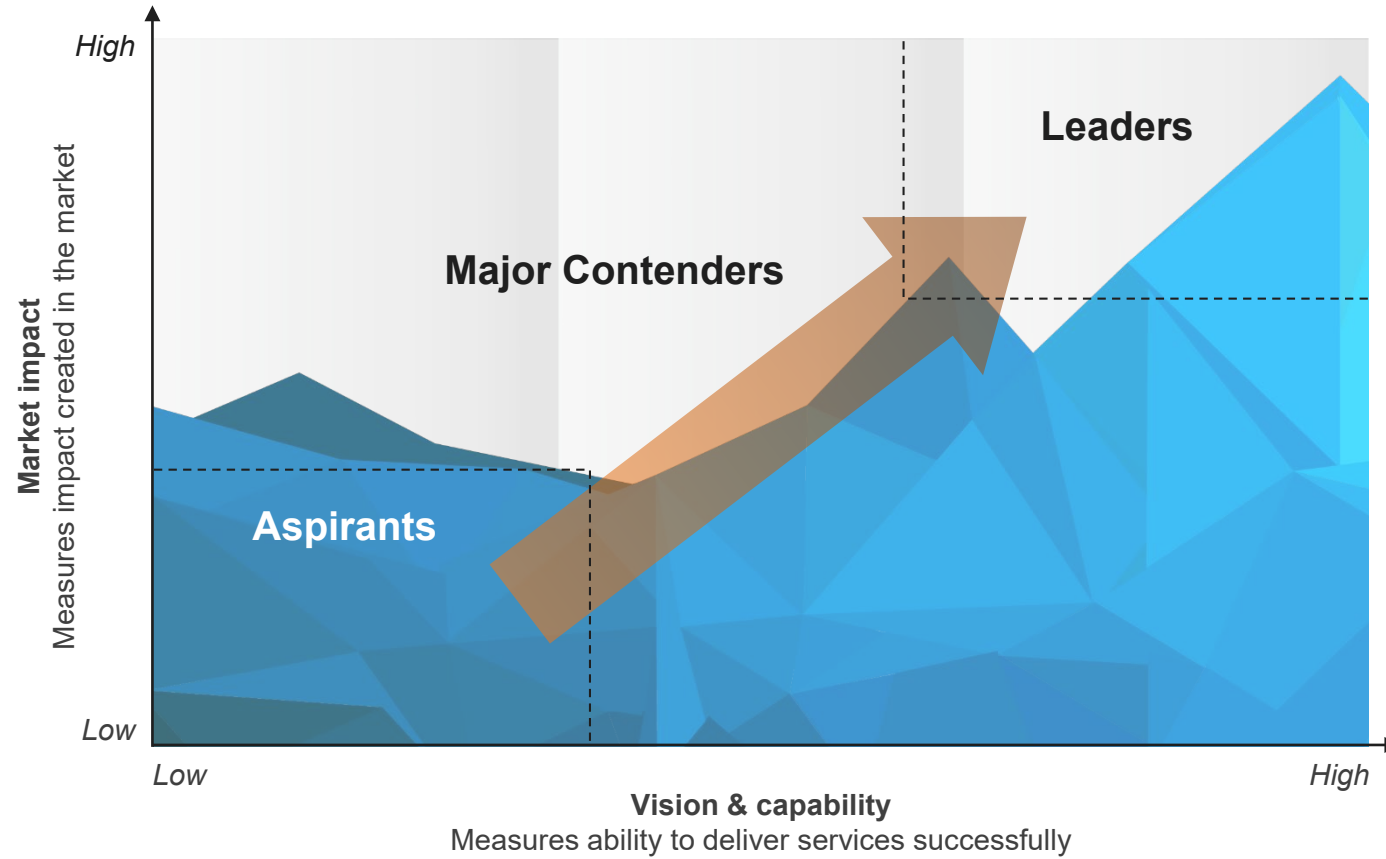
Limitations

- There is scope for the firm to increase its wallet share in application development, maintenance, and quality assurance
- Clients expect Wipro to expand its geographic coverage of risk & compliance solutions
- Wipro's delivery model is highly offshore-centric; there is opportunity to increase its onshore footprint to provide better client intimacy and faster turnaround times

Appendix

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

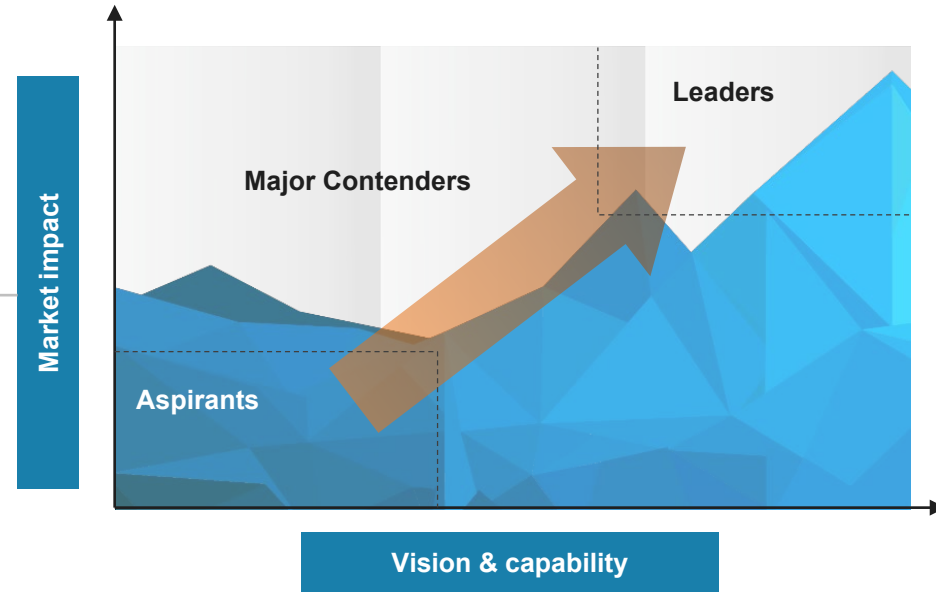
Everest Group PEAK Matrix



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



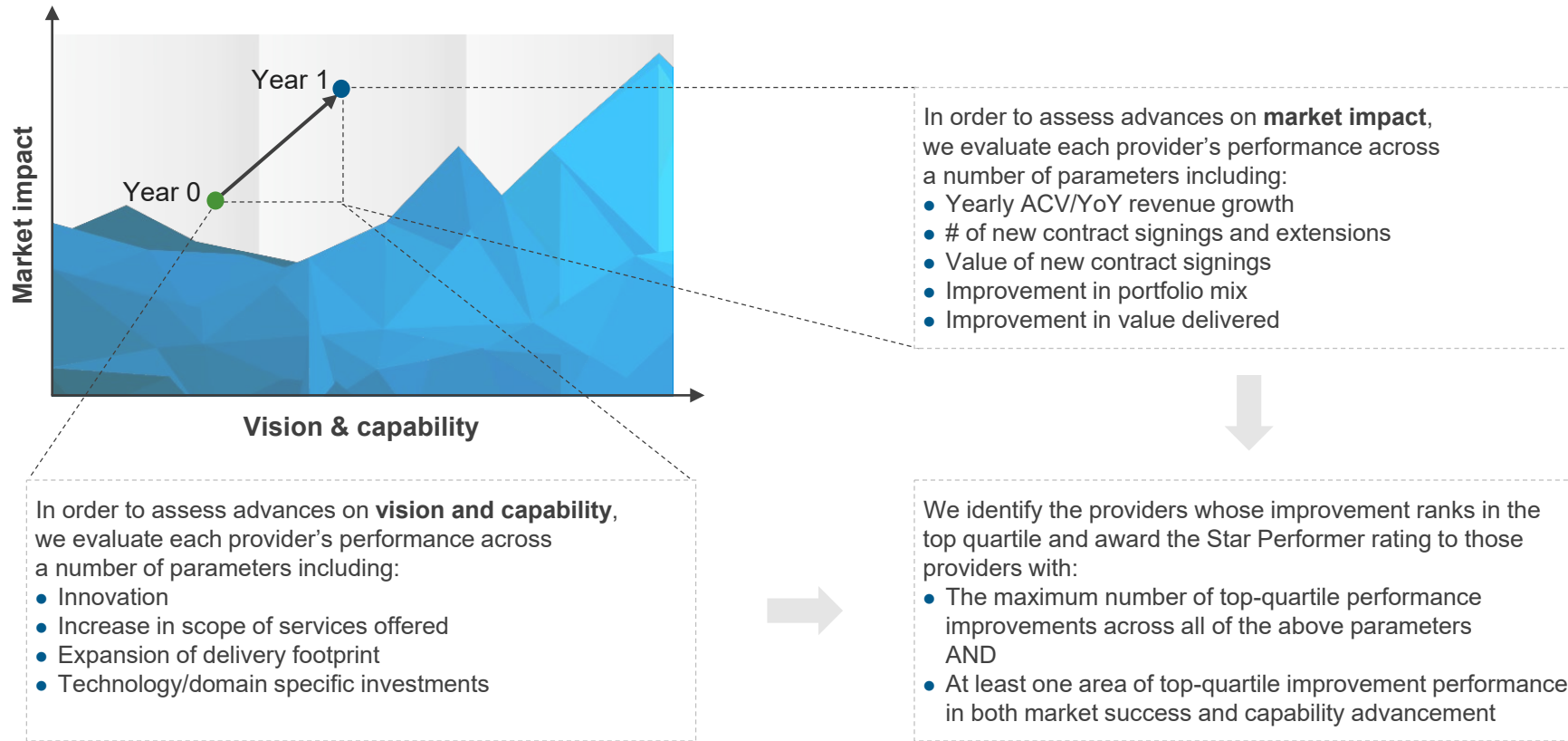
Measures ability to deliver services successfully. This is captured through four subdimensions

- 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 takes an unbiased and fact-based approach that leverages provider / technology vendor RFIs and Everest Group's proprietary databases containing providers' deals and operational capability information. In addition, we validate/fine-tune these results 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 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 the PEAK Matrix assessment are relevant to buyers and providers other than the PEAK Matrix positioning?

A PEAK Matrix positioning is only one aspect of Everest Group's overall assessment. In addition to assigning a Leader, Major Contender, or Aspirant label, Everest Group highlights the distinctive capabilities and unique attributes of all the providers assessed on the PEAK Matrix. The detailed metric-level assessment and associated commentary are helpful for buyers in selecting providers/vendors for their specific requirements. They also help providers/vendors demonstrate their strengths in specific areas.

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

- Enterprise participants receive summary of key findings from the PEAK Matrix assessment
- For providers
 - The RFI process is a vital way to help us keep current on capabilities; it forms the basis for our database – without participation, it is difficult to effectively match capabilities to buyer inquiries
 - In addition, it helps the provider/vendor organization gain brand visibility through being included in our research reports

What is the process for a provider / technology vendor to leverage its PEAK Matrix positioning?

- Providers/vendors can use their PEAK Matrix positioning or Star Performer rating in multiple ways including:
 - Issue a press release declaring positioning; see our [citation policies](#)
 - Purchase a customized PEAK Matrix profile for circulation with clients, prospects, etc. The package includes the profile as well as quotes from Everest Group analysts, which can be used in PR
 - Use PEAK Matrix badges for 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 Everest Group; please contact your CD or [contact us](#)

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

PEAK Matrix assessments are designed to serve enterprises' current and future needs. 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 and to serve enterprises' future expectations.



Everest Group is a leading research firm helping business leaders make confident decisions. We guide clients through today's market challenges and strengthen their strategies by applying contextualized problem-solving to their unique situations. This drives maximized operational and financial performance and transformative experiences. Our deep expertise and tenacious research focused on technology, business processes, and engineering through the lenses of talent, sustainability, and sourcing delivers precise and action-oriented guidance. Find further details and in-depth content at www.everestgrp.com.

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