Everest Group®

Everest Group PEAK Matrix® for Open Finance IT Service Provider 2023

Focus on Wipro
January 2023

Everest Group
PEAK MATRIX®

Background of the research

As regulators around the world push for a data sharing agenda, open banking is not just limited to payments services anymore. Open finance is the evolution of open banking, as it extends to use cases in credit, insurance, mortgages, pensions, wealth management, savings, and capital markets. Open finance is fostering the next set of financial services such as embedded finance, Buy Now Pay Later (BNPL), peer-to-peer lending, super-apps, and hyper-personalized products.

Geographies across the globe are expecting open finance regulatory frameworks to be implemented within a couple of years, which will disrupt conventional business models and give rise to concepts such as marketplace banking. This will further blur the lines between banks and FinTechs as traditional definitions of a bank become obsolete. Open finance will pave the way for Open Data, which will allow customers to share data across multiple industries to get a better customer experience.

In this research, we present an assessment and detailed profiles of 26 leading providers featured on the Open Finance IT Services PEAK Matrix® Assessment 2023. The assessment is based on Everest Group's annual RFI process for calendar year 2022, interactions with leading providers, client reference checks, and an ongoing analysis of the open finance IT services market.

This report includes the profile of Wipro as featured on the [Open Finance IT Services PEAK Matrix® Assessment 2023](#)

Scope of this report

Geography
Global

Providers
26 leading open finance IT service providers

Services
Open finance IT services

Open Finance IT Services PEAK Matrix® characteristics

Leaders:

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

- Leaders are working with government and regulatory bodies across the globe to shape the open finance agenda
- Leaders are expanding the scope of services to use cases beyond payments and banking, and engaging with clients for use cases in the capital markets space such as wealth and asset management
- Leaders such as Infosys have invested in their proprietary open finance platform, which provides out-of-the-box ready-to-use solutions such as a sandbox environment and API marketplace
- Acquisitions and partnerships remain a strong source of advantage for Leaders. Wipro's acquisition of Capco and partnership with Plaid will bolster their capabilities and drive deal momentum. Similarly, Accenture and NTT DATA have shown strong growth by acquisitions of FinTechs

Major Contenders:

Aspire Systems, CGI, Deloitte, DXC Technology, EY, IBM, LTI, Maveric Systems, Mphasis, SoftServe, Softtek, Sopra Steria, Tech Mahindra, and Virtusa

- Major Contenders are investing in training programs, certifications, and building accelerators to enhance their open finance capabilities. SoftServe has partnered with Salesforce and Stripe for certifications and building open finance accelerators for Temenos Infinity
- Players such as Virtusa have built in-house tools and FAST frameworks for faster microservices development process, API connectivity, design, and testing to target new use cases to support financial institutions in their open finance journey
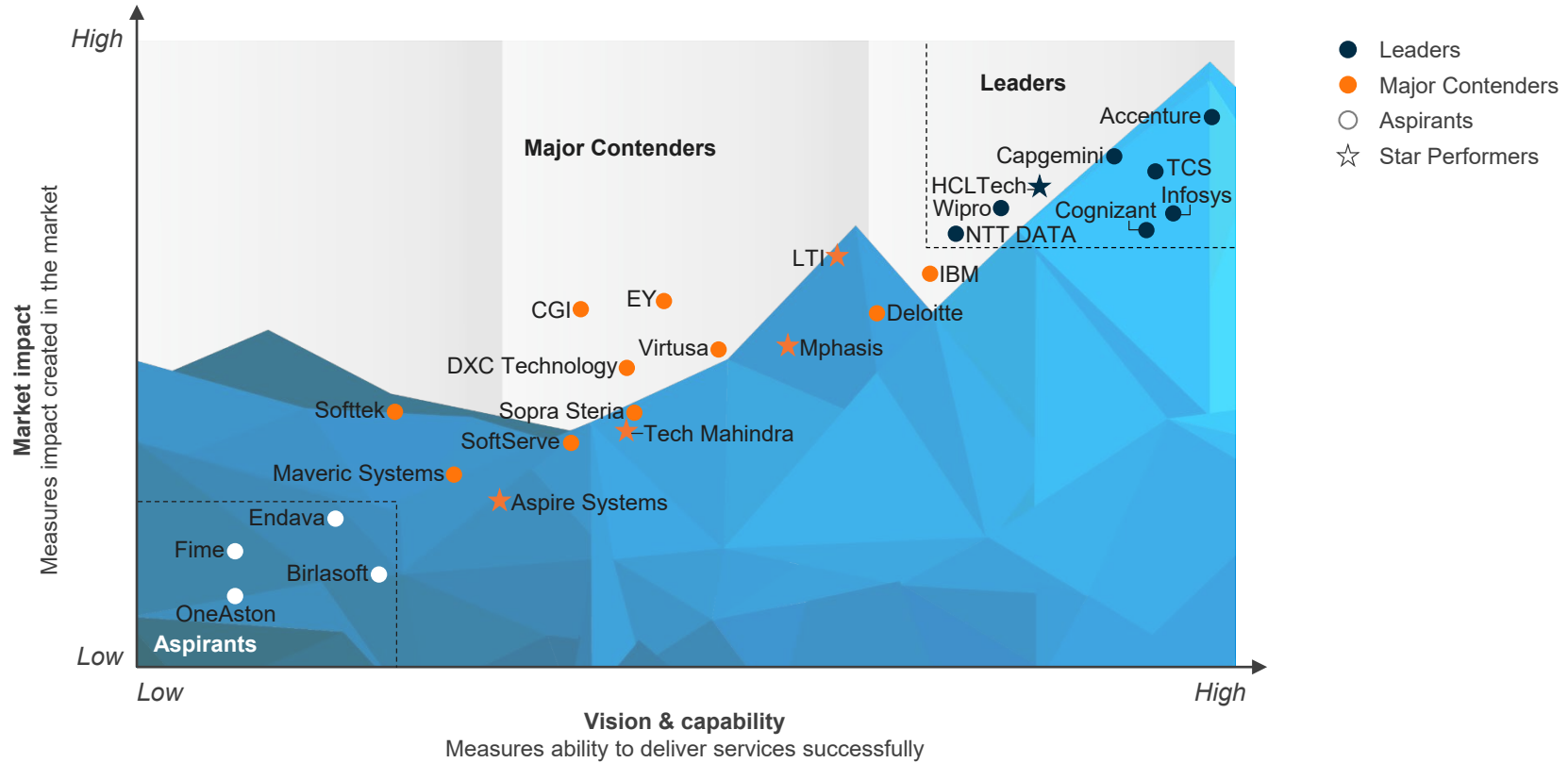
Aspirants:

Birlasoft, Endava, Fime, and OneAston

- Aspirants are investing in building partnerships with FinTechs and platform providers to win engagements and expand their business in new geographies
- They are investing in building niche capabilities across horizontal themes such as digitization and core modernization to win large deals

Everest Group PEAK Matrix®
Open Finance IT Services PEAK Matrix® Assessment 2022 | Wipro positioned as Leader

Everest Group Open Finance IT Services PEAK Matrix® Assessment 2022[1,2]

- ● Leaders
- ● Major Contenders
- ○ Aspirants
- ☆ Star Performers

Vision & capability
Measures ability to deliver services successfully

1 Assessments for Aspire Systems, Birlasoft, CGI, Deloitte, DXC Technology, Endava, EY, Fime, IBM, Maveric Systems, OneAston, Softtek, Sopra Steria, and Tech Mahindra excludes service provider inputs on this study and is based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group's interactions with banking and financial services buyers
2 Analysis for LTI is based on capabilities before its merger with Mindtree

Source: Everest Group (2022)

Wipro | open finance IT services profile (page 1 of 4)
Overview

Open finance IT services vision

Wipro's vision in the open finance practice is to help clients pivot toward emerging open finance ecosystems and platform-driven business models. It focuses on strategic investments to strengthen services capability, strong partnerships with hyper scalers, collaboration with industry bodies and regulators, FinTech ecosystem development, and an open API product suite.

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

Open finance IT services revenue by services scope (CY 2021)

| API management and development | High | Consulting and roadmap | Low | Data integration and management | Low |
| Micro-services architecture design and development | Low | Platform implementation and support | Low | Security and compliance | Low |

Open finance IT services revenue by geography (CY 2021)

| North America | Medium | United Kingdom | Medium | Europe | Low |
| Asia Pacific | Low | Latin America | Low | Middle East & Africa | Low |

Open finance IT services revenue by buyer size (CY 2021)

| Small (annual client revenue <US$5 billion) | Low | Medium (annual client revenue US$5-10 billion) | Medium | Large (annual client revenue US$10-120 billion) | High |
| Mega (annual client revenue >US$20 billion) | Medium | | | | |

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, and Toronto	500-5,000
United Kingdom	London, Reading, Aberdeen, Edinburgh, Hemel, and Hempstead	500-5,000
Europe (excluding UK)	Paris, Rennes, Frankfurt, Munich, Dublin, Shannon, and Eindhoven	100-500
Asia Pacific	Chennai, Coimbatore, New Delhi, Gurgaon, Pune, Mumbai, Kolkata, Bhubaneshwar, Sydney, and Melbourne	>5,000
Latin America	Sao Paulo, Curitiba, Mexico City, Guadalajara	<100
Middle East & Africa		

Number of active clients for open finance IT services 2021

| <50 | 50-100 | 100-250 | >250 |

Overall open finance IT services revenue 2021

| <US$100 million | US$100-250 million | US$250-500 million | >US$500 million |
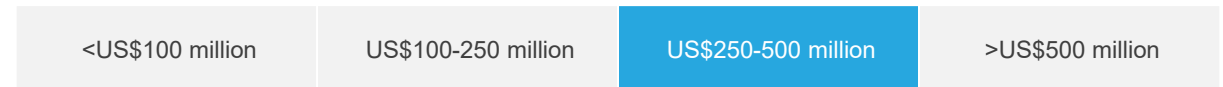
Source: Everest Group (2022)

Wipro | open finance IT services profile (page 2 of 4)
Case studies

NOT EXHAUSTIVE

Case study 1	Open finance platform implementation/support

Business challenge
A mid-tier UK bank approached Wipro to help build a digital bank (online and mobile) that would offer a personal relationship experience, with the infrastructure enabling open finance and banking as a service. The client wanted to build a new corporate website in order to create an omnichannel experience.

Solution
- Wipro reimagined end-to-end customer and employee journeys with flexible architecture and platforms
- Delivered loosely coupled architecture to support open finance marketplace and banking as a service
- Helped in identifying a mix of 20 FinTech providers to bundle capabilities together for a solution such as nCino, Jumio, Mambu, and GCP
- Created a new FinTech hub to move synergy into new areas such as HR employee services, legal support, and life event planning for private customers

Impact
- Delivered a new lending solution booking £600 million revenue for customers in 2021
- Reached a lending milestone, having grown to £3 billion by continuing to support SMEs, property entrepreneurs, and homeowners
- Omnichannel experience for existing and new customers
- YoY underlying profit before tax up by 32% in 2021 to £39.7 million
- Approximately 88% employee engagement in 2021
- Achieved 13% increase in the net lending book to £2.95 billion in 2021

Case study 2	API provisioning/management

Business challenge
A UK bank engaged with Wipro and Capco to launch a new product in order to serve the under-served SME business banking sector. The client wanted to deliver a business case, product and technology strategy, and platform architecture for cloud-based embedded lending solutions using open banking.

Solution
- Wipro and Capco conceptualized, architected, and pattern-tested the cloud-based embedded lending platform
- The architected cloud-native platform included a real-time decision capability to enable instant decisioning and real-time spent across the bank
- Created service capabilities maps that could be considered for the new embedded lending
- Completed MVP scoping, journey maps, proposition design, architecture, and critical use cases technical pattern testing

Impact
- Delivered real-time credit decisioning, enabling a faster lending process
- Enabled frictionless single digital experience for customers, helping people with access to credit, especially to those with poor credit history

Source: Everest Group (2022)

Wipro | open finance IT services profile (page 3 of 4)
Offerings and investments

Proprietary IP/solutions/frameworks/accelerators/tools built to deliver open finance IT services to BFS enterprises	
Name	**Details**
Wipro open APIx	Cloud-native enterprise API hub for API discoverability, reusability, and monetization that helps organizations transform, build new digital products and services, and reduce operational costs.
Wipro's open banking platforms	A suite of products for end-to-end open banking compliance (sandbox, development portal, and consent manager), assurance (TPP whitelabel and control panel), as well as operational support.
Wipro's BIAN enterprise APIs and adaptors	Helps in the connectivity with core systems of banks by leveraging BIAN. The adapters help translate with interoperability between BIAN and OBIE
API designer	The no-code approach to API design and development, GUI environment for designing, documenting, and testing APIs
Wipro's open FIGI	Cloud-based FIGI pro solution jointly developed with Bloomberg for smart ID lookup, automated validation, dynamic configuration of input data, and real-time decision engine that helps standardize multiple security identifiers by mapping them to a single Figipro ID.

Key investments in partnerships/alliances/talent/certifications/CoEs/ M&As/JVs etc. to deliver open finance IT services to BFS enterprises		
Name	**Type of investment (year)**	**Details of investment**
Capco	Acquisition (2021)	Strengthened its open finance business in terms of capabilities as well as client base
Development of Open X practice	Investment (2021)	Expanded Open X platform team, open ecosystem services, and partner ecosystem for developing open finance, open banking, and complementary business services
Innovation Center in London	Innovation Center (2021)	Launched an innovation center in London with a plan to invest £16 million over the next four years
Encore theme technologies	Acquisition (2020)	To deliver extended capabilities in India to corporate banks and cash management, payments, lending, and connected corporate and banking products
Plaid, Yapily, and Codat	Partnership	Partnered with Plaid, Yapily, Codat, and other leading FinTechs in open banking and open finance to deliver data connectivity and open finance use cases for banks and merchants

Source: Everest Group (2022)

Wipro | open finance IT services profile (page 4 of 4)
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

- Credible proof points for end-to-end open banking journey support provided to clients from achieving regulatory compliance to solving new-generation technology problems

- API Marketplace offers API product management, integrators, low-code/no-code capabilities, and cloud-based deployment to co-innovate with clients

- It has 360-degree strategic partnership with Banking Industry Architecture Network (BIAN) to collaboratively provide open API models to customers

- Clients have appreciated Wipro's account management capabilities and the company playing the role of a strategic partner

Limitations

- Lack of evidence in thought capital across LoBs and major LoB focus reflecting only in retail, lending, and payments front

- Limited acquisitions in open finance as a specific area to enhance inorganic growth prospects

- Clients have highlighted Wipro's struggle with talent management. The provider is struggling to retain quality talent and onboard talent quickly

Everest Group®

Appendix

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

Everest Group PEAK Matrix
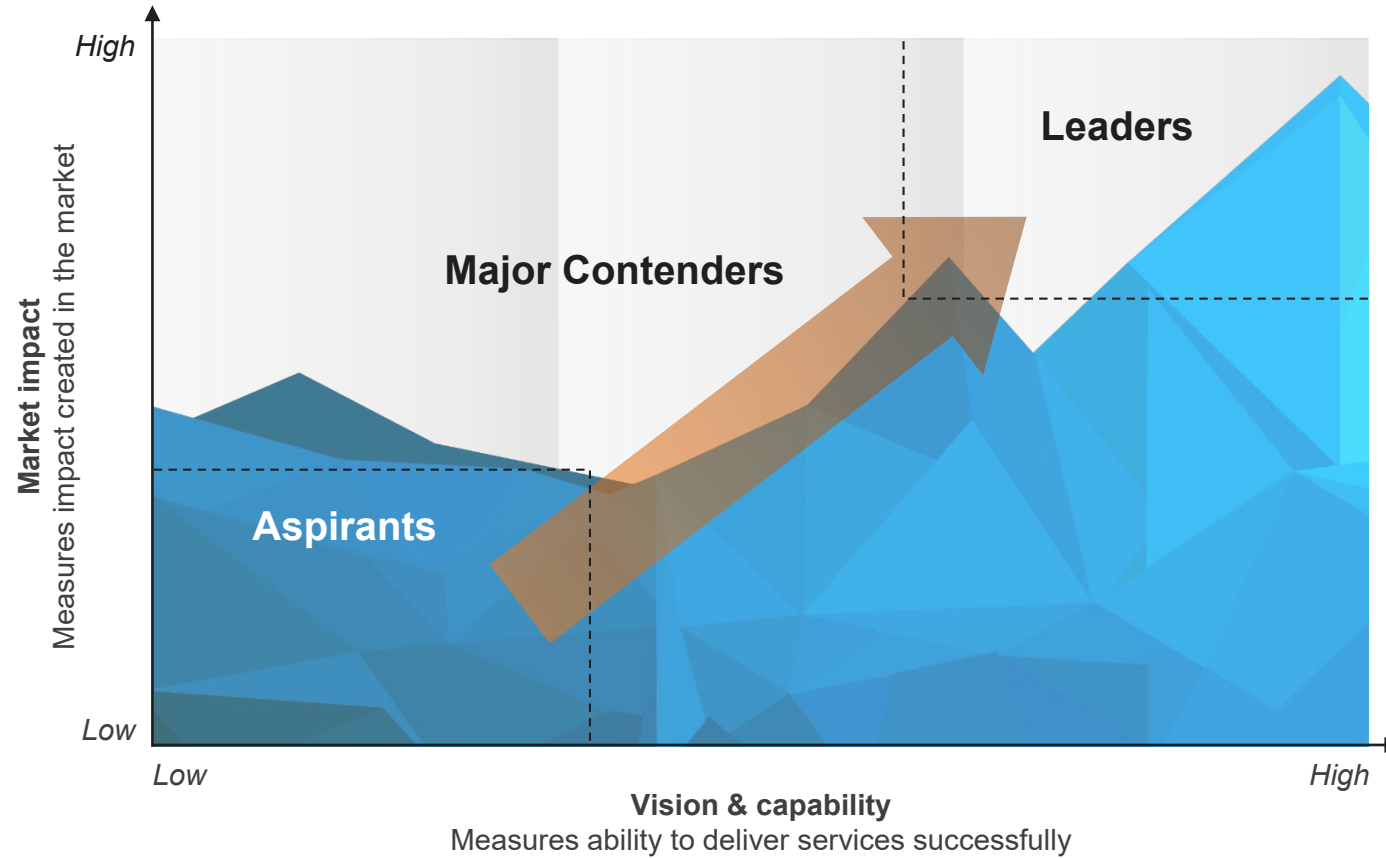
Services PEAK Matrix® evaluation dimensions

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

Market impact

Leaders

Major Contenders

Aspirants
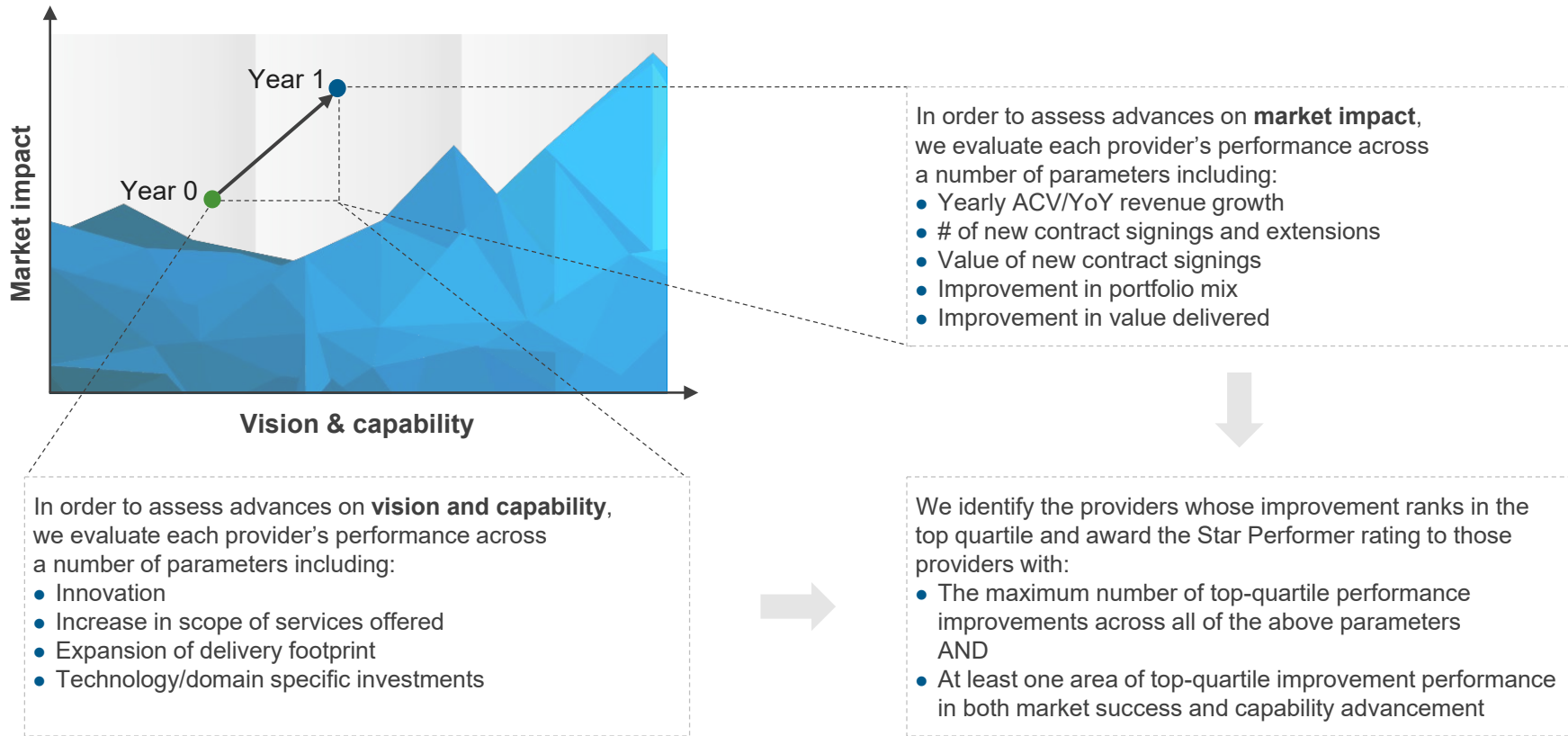
Vision & capability
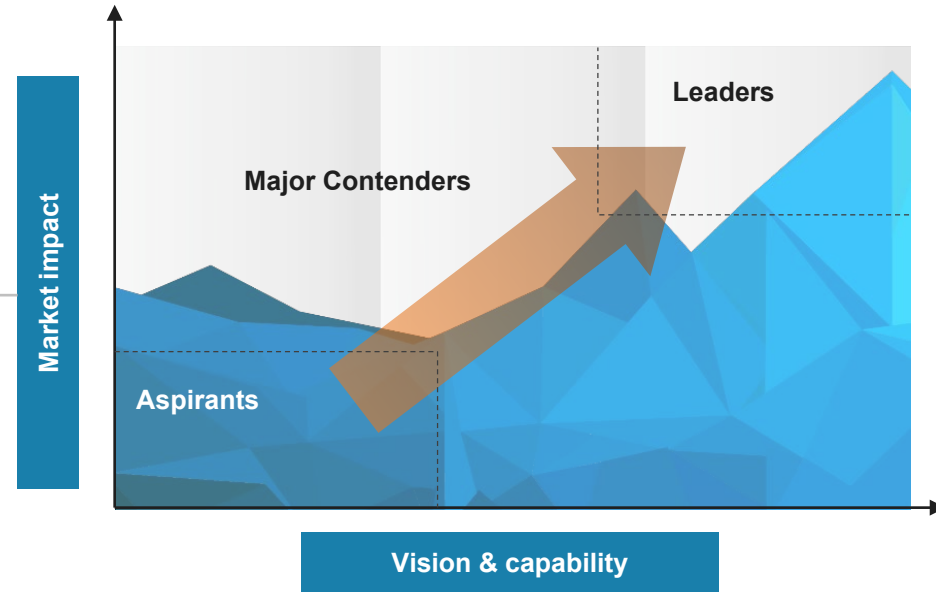
Measures ability to deliver services successfully. This is captured through four subdimensions

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

In order to assess advances on **market impact**, we evaluate each provider's performance across a number of parameters including:
- Yearly ACV/YoY revenue growth
- # of new contract signings and extensions
- Value of new contract signings
- Improvement in portfolio mix
- Improvement in value delivered

In order to assess advances on **vision and capability**, we evaluate each provider's performance across a number of parameters including:
- Innovation
- Increase in scope of services offered
- Expansion of delivery footprint
- Technology/domain specific investments

We identify the providers whose improvement ranks in the top quartile and award the Star Performer rating to those providers with:
- The maximum number of top-quartile performance improvements across all of the above parameters AND
- At least one area of top-quartile improvement performance in both market success and capability advancement

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 in 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®

With you on the journey

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**.

Stay connected

Website
everestgrp.com

Social Media

🐦 @EverestGroup

in @Everest Group

f @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