



Mortgage Banking BPOs

Origination Management & Servicing Management Services

(This is an excerpt of the full report)

2007 Outsourcing Vendor Rankings and Results

2050 qualified respondents ranked 113 services suppliers offering some segment of Mortgage Banking business processes as part of the Black Book annual survey conducted Q2 2007, via web survey instrument. The Top 20 Mortgage Banking BPO vendors are ranked in this report.

Of the 113 service suppliers with at least ten unique client ballots each, 94 provide Mortgage Servicing Services, 79 provide Mortgage Origination Services, and 68 offer both Mortgage Servicing and Origination Services. For the purposes of this report, both segments (Servicing and Origination) are analyzed individually and together.

Additionally, to the eighteen (18) criteria of Mortgage Banking Outsourcing operational excellence compiling the ranking of vendors, two questions specific to Mortgage BPOs were included which asked clients to prioritize: (a) what they saw as the top three (of twenty options) BPO contributions to their organization in 2007, and (b) what specific functionalities they anticipate increasing or decreasing through BPOs in 2008.

TOP TEN END-TO-END MORTGAGE BPO SERVICES

2007 RANK	BPO: END-TO-END
1	WNS Global
2	Ocwen
3	UST Global
4	EXL Service
5	FirstSource
6	Genpact
7	Infosys
8	iSeva
9	Equinox iflex
10	Accenture

Top 20 Rankings Originations**Top 20 Rankings Servicing**

2007 RANK	BPO: MORTGAGE ORIGINATION
1	FirstSource
2	EXL Service
3	WNS Global
4	Adventity
5	Ocwen
6	UST Global
7	Fiserv
8	Genpact
9	Infosys
10	Accenture
11	Transworks Aditya Birla
12	iSeva
13	Indecomm
14	Equinox iflex
15	Fidelity Ntl Info Services
16	OfficeTiger
17	IGate
18	Zenta
19	e4e Group
20	Sutherland

RANK 2007	BPO: MORTGAGE SERVICING
1	WNS Global
2	UST Global
3	Ocwen
4	Infosys
5	Genpact
6	iSeva
7	Accenture
8	ACS
9	Equinox iflex
10	Fidelity Ntl Info Services
11	EXL Service
12	Quattro BPO
13	FirstSource
14	Sutherland
15	iGate
16	Motif
17	HCL BPO
18	Zenta
19	Nipuna BPO
20	IBM Daksh

**MORTGAGE: ORIGINATION BPOs WITH MOST #1
INDIVIDUAL CRITERIA SCORES**

Number of Criteria BPO Ranks #1	BPO	Overall Rank
8	FirstSource	1
3	UST Global	6
2	EXL Service	2
1	Adventity	4
1	Transworks Aditya Birla	11
1	Fidelity National Info Services	15
1	e4e Group	19
1	Ocwen	5

TOP SCORE PER INDIVIDUAL CRITERIA

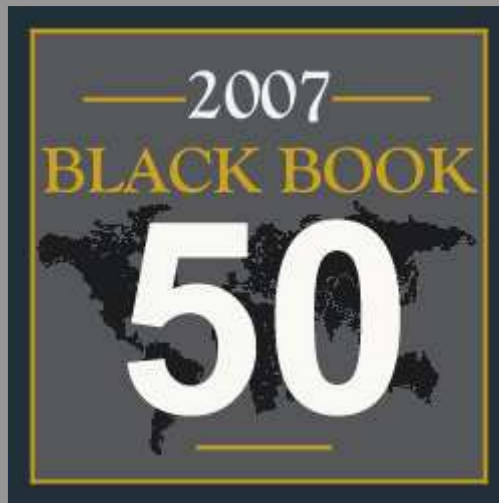
(Q) #	Criteria	BPO	Over all Rank
5	Trust	UST Global	6
9	Integration and Interfaces	UST Global	6
17	Support and Customer Care	UST Global	6

The Outsourcing Management Institute sanctions the annual process by authorizing and endorsing specific quantifiable and qualifiable criteria that objectively judge outsourcing leadership impact and organizational operational excellence as result of managerial control. Bringing true value to outsourcing buyers, job seekers and vendors, Outsourcings Best Managed top fifty ranked vendors, recognized globally as the "Black Book 50" is differentiated from similar judged rankings by not being based on any subjective criteria.

Nearly 4000 global and regional outsourcing providers of various service offerings were graded and analyzed by actual customers, employees, contractors and partners to arrive at the 50 Best Managed Outsourcing Vendors in 2007, the fourth year of the survey process. Recognized as the only unbiased resource for Outsourcing Buyers, Investors and Competitive vendors, it was first included in the initial release of "The Black Book of Outsourcing" in April 2005, (Wiley Publishers), now the internationally best-selling business book, translated into five languages and available in audio book as well.



The purpose of annual updating the list is to provide objective analysis and non-biased advisement to outsourcing buyers and investors.



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