

IBSI Sales League Table 2020

Frequently Asked Questions | IBSI Responses & Clarifications

1. What is the IBSI Sales League Table (SLT)?

IBSI Sales League Table (SLT) is an annual benchmarking exercise conducted by IBS Intelligence that ranks global banking technology supplier-systems across 14 system categories, 3 domestic SLTs and 2 specialist SLTs based on the number of new customer contracts signed in a given calendar year. The SLT has been running for over 18 years and is now recognized as a barometer for banking technology supplier sales performance across the banking industry. The SLT originally started with five key back office system areas and has now broadened out to include front and middle office systems that are critical for a bank in the current context. In addition to the 14 system categories, a domestic SLT is also ranked for domestic deals signed by local suppliers in these countries: India, Russia and USA. Separately, IBSI also ranks the leading Islamic banking suppliers as part of the Islamic Banking SLT. This year IBSI is also introducing digital-only banking platform SLT, recognising a core system sale made to purely digital-only banks. Every year the SLT gets participation from over 50 suppliers from across the globe which includes leading suppliers in the respective system categories.

The categories cover conventional back office systems and new focus areas such as *Universal Core Banking, Wholesale Banking | Treasury & Capital Markets, Wholesale Banking | Transaction Banking, Retail Banking, Private Banking & Wealth Management, Lending, Investment & Fund management, CRM, Retail Payments & Cards management, Wholesale Payments, Compliance Management, Risk Management, Digital Banking Channels and Customer Loyalty.*

2. Does participation to the SLT involve any commercials?

No, there is no cost attached the participating in the Sales League Table.

3. Who qualifies for the SLT Participation?

Any banking technology supplier with a packaged software product whose functionalities align to the scope, as defined by IBSI, of any of the 14 categories of the SLT, can participate in the process. A supplier would need to make separate submissions for each of the 14 categories, and for each product / solution offering in each category. For example, should a supplier have two different solutions that are being sold in the same category, each of those solution sales will need to be presented as a separate submission.

4. What transactions qualify for the SLT Participation?

Supplier-solutions are ranked only on the basis of the number of new-name-customer wins by the suppliers in the reporting year. Deals signed with existing customers – either for incremental licenses or additional modules of the same product is not considered for the SLT as these are typically not based on international competitive bids. However, should the supplier be able to evidence that a particular deal was on the basis of an RFP based competitive bidding process, IBSI would consider the same for the SLT.

Additionally, the SLT 2020 is strictly based on deals that were signed during the calendar year 2019. Only deals that were signed between January to December 2019 will be considered as part of the submission. Deals signed in 2018 and/or 2020 would not be included in the ranking analysis.

5. Why are other participants not considered?

SLT only considers suppliers with a software product/solution, so anyone offering services such as implementation, testing or consulting for the defined 14 categories will not qualify for participation. Additionally, the product being sold must be to a bank or a financial institution and must offer a complete solution and not just a single niche module in the respective category. For example, a supplier selling only a single FATCA compliance module and submitting the deal under the "Compliance Management" category will not be considered since this is only a single niche module of a compliance management solution.

6. Will sales to insurance companies or AMC considered for the Sales League Table?

The IBSI Sales League table is focused primarily on banks and financial institutions. Sales made in the categories related to insurance companies, AMCs or such financial institutions (viz. Investment Management / Fund Management, Compliance Management, Risk Management and CRM) would also be considered as part of the SLT.

7. How is the SLT ranking done?

Supplier-solutions are ranked on the basis of the number of new-name-customer wins by the suppliers in the reporting year, for that solution offering. This is in line with IBSI's approach to ensuring an objective like-to-like comparison of all the solutions sales that qualify as international deals.

The ranking of SLT is based on the number of sales carried out, and not determined by the deal value. We recognize that the value of the deal signed is not only confidential, but is also contextual to the markets, is highly subjective and can remain unverified. The SLT is committed to being objective and the ranking is based on verifiable information that serves international community to relate to it as a barometer for real performance of suppliers. The basis of ranking is therefore strictly on the basis of verifiable and well reported information, viz. the number of deals signed with new-name-customers.

8. What is the Domestic Sales League Table?

In addition to the global Sales League Table, IBSI also runs a Domestic Sales League Table for select countries or regions where the number of domestic institutions addressed by local suppliers is high, and also in order to avoid skewing of the global SLT with such deals. The Domestic Sales League Table is presently ranked for 3 regions - the *US, Russia and India*. These tables consider only suppliers domiciled in that particular country and only count their respective domestic deals (deals signed with local banks / FIs).

With regards to concern around domestic deals being split between the Global Sales League Table and the Domestic Sales League Table, the participant can choose to retain all their deals in the Domestic Sales League Table, so that their deals are not split between the two tables.

9. What is the Islamic Banking SLT and Digital Core SLT?

In addition to the global Sales League Table, IBSI also ranks the leading Islamic banking suppliers as part of the Islamic Banking SLT. Hence, please indicate any sales that included Islamic Banking functionality by entering a Y in the relevant column to qualify for this category. This year IBSI is also introducing digital core SLT, this category would recognise a core banking system (universal system, retail system, lending system) sale made to purely digital-only banks. Please select the type of bank as "digital-only bank" in column C in case of a sale to digital-only bank to qualify for this table.

The deals that qualify for these two tables, would be considered separately from the global SLT. For example, a core banking deal to a digital-only bank would qualify for both retail banking category and digital core banking category.

10. Will the customer-banks who's names and contact details are provided, be contacted?

IBSI SLT evaluation panel would be evaluating the quality and nature of the submissions made. The panel would make an informed decision on the banks that need to be contacted for necessary validations and/or confirmations. This would be determined, among other factors, based on the supporting documentation provided, information validated in public domain as well as the existing knowledge base with IBSI. The panel reserves the right to contact the banks quoted in supplier submissions. In any case, please note that IBSI team would keep the supplier informed before formally connecting with the relevant contact person at the bank, as referred in the submission details.

11. Why do we ask for deals to be “on-the-record” or “off-the-record”?

IBSI understands the sensitivity of contracts being confidential. Hence for the client names that the participant would not like to be disclosed, we request them to mark that deal as “off-the-record”. In such a scenario, the name of the client would not be disclosed by IBSI. However, IBSI retains the right to publish names of clients kept as blank or “on-the-record”.

12. Why do we ask for contract value?

We seek each year to do some analysis on the overall value of the back office systems market. The value of the deal will not be published, although will be used for analysis purposes. Suppliers are encouraged to provide an approximate value of the deal, for reference benchmarking purposes. However, please do note, this is completely voluntary.

13. How do we communicate to participants – how many deals, when/what stage, clarifications?

Once the SLT participant submits their deals to IBSI, the research team carries out its verification process by cross-checking of all the claims, including with the previous years' wins, with all known deals as profiled in IBSI reports, Sales Vision and through secondary research; and then come up with a final total of qualified deals for each system. The team may reach out to the supplier during this process for additional proof / documentation for validation of the deals.

On completion of the verification process, the research team will send an email communication to the participant attaching the final tally of qualified deals that will get considered for the SLT. The communication also includes a separate list of deals that did not qualify with comments / reasons appended to each. The email requires participants to confirm their acceptance of the list of qualified deals and also allows them to contest the final tally of qualified deals within a specific time (typically a week from the date of the email) with adequate proof and reasoning to be submitted for the disqualified deals. In the absence of any response from the participant within the stipulated time, the communicated tally of qualified deals is considered as final.

14. What is the Leadership Club and who is included in it?

The Leadership Club is an exclusive club of SLT winners across the various categories. The Club includes the top 2 leaders from the following SLT categories:

I. Global Sales League Table (SLT) Leaders:

1. Universal Core Banking
2. Retail Banking
3. Lending
4. Wholesale Banking | Treasury & Capital Markets
5. Wholesale Banking | Transaction Banking
6. Private Banking & Wealth Management
7. Investment & Fund Management
8. Digital Banking Channels
9. CRM
10. Wholesale Payment
11. Retail Payments & Cards management
12. Islamic Banking
13. Digital-Only Banking Platform
14. Compliance Management
15. Risk Management
16. Customer Loyalty
17. Regional Leader – Americas
18. Regional Leader – APAC
19. Regional Leader – Europe
20. Regional Leader – MENA

II. Domestic Sales League Table (SLT) Leaders:

21. Domestic SLT Leader – India
22. Domestic SLT Leader – USA
23. Domestic SLT Leader – Russia

III. Overall Global Leader

24. Overall Sales Leader across all products
25. Overall Global Sales Leader (sales in max no. of countries)