

# PERCEPTIONS OF CONSULTING IN THE FINANCIAL SERVICES INDUSTRY



Assesses the reputation of consulting firms,  
as seen by clients

# EXECUTIVE SUMMARY

Despite financial services being an industry of plentiful opportunities for consulting firms—more than a quarter (27%) of the world's consulting services, worth in excess of \$31bn<sup>1</sup>, are bought by these clients—this is far from being a land of milk and honey. The financial services consulting market is rapidly bifurcating—perhaps more so than any in any other industry—between a mass of commoditised services on the one hand, and a smaller but faster-growing market for “premium” consulting services on the other. It's a bifurcation that's being accelerated by clients who tend to believe consulting firms belong to one part of the market but not both, and it's forcing consulting firms to make difficult choices about the sort of work they do and the sort of firm they are.

It may also go some way to explaining some of the client views that are revealed in this report. Clients are, for instance, far more impressed with the quality offered by consulting firms than they are with the value they add: Overall, 59% describe the capabilities of consulting firms as high quality, while just 37% think consulting firms add value over the fees paid for their services. Seen within the context of the bifurcating market this is likely to be a reflection of the volume of commodity type work that's going on against the backdrop of an intense regulatory environment—often, financial services clients just need a high-quality consulting team in for a fixed period of time to get a particular problem solved, whether that's setting up compliance reporting or updating creaking core systems. Quality? Well, you'd like that to be tip-top. Value? That doesn't really come into it—clients just want a job done well. A large proportion of the regulatory work that's bearing down on the industry right now falls into that “must do, and must do properly” category, with few opportunities for consulting firms to add much value to the job at hand—hence more clients speaking favourably about quality than value.

But hang on, you say, there are lots of firms in the consulting market that offer end-to-end services, so is there really a choice to be made between the commoditised work and the more exciting, high-value stuff? Generally, yes. Clients tend not to want to buy the full gamut of services from one firm; there's a pervasive view that one firm can't be a highly strategic advisor as well as an expert in the detail of getting it done. We think this goes some way to explaining why, despite all the convergence in consulting services, we still see a strategy firm (The Boston Consulting Group) come out on top for value, while it's technology firms that turn up trumps for quality—quality matters more in what they do, while it can almost be irrelevant in the high-stakes world of corporate strategy.

The problem is that many consulting firms do want to do both—and, indeed, have the capability to do both. Those that reject as false the choice between commoditised and high-value consulting face a different challenge—overturning that client conviction that it can't be done. And there's evidence that some firms are starting erode that view: Accenture is highly rated for both quality and value, and PwC tops the ranking among its direct clients for value, despite offering commoditised services alongside its more exciting, bet-the-business work.

What causes a financial services clients to think what they think is at the heart of this report. Much of it isn't straightforward or simple—but then neither are the challenges facing the industry.

<sup>1</sup> Figures taken from our most recently published financial services report in 2015.

# CONTENTS

Executive summary	2	Firm-by-firm analysis	44
Methodology	4	How to use this section	44
Definitions of industries and services	8	Accenture	45
The big picture: Overall perceptions of consulting in the financial services industry	10	Aon Hewitt	46
Mindshare: Who are financial services clients talking about?	10	A.T. Kearney	47
Top rated firms for overall quality in the financial services industry globally	11	Bain & Company	48
Top rated firms for overall value in the financial services industry globally	15	The Boston Consulting Group	49
Most recommended firms in the financial services industry globally	19	Capgemini Consulting	50
<i>What is it about mid-sized strategy firms that makes clients recommend them?</i>	21	Deloitte	51
Top rated firms by service	23	EY	52
Financial management	23	Hay Group	53
Data & analytics	24	IBM Global Business Services	54
Business transformation	26	KPMG	55
Risk & regulatory	27	McKinsey & Company	56
Business strategy	28	Oliver Wyman	57
Digital technology & transformation	30	PwC	58
Operational improvement	31	Roland Berger	59
Existing technology	32	Strategy&	60
HR & change management	33	Towers Watson	61
Sales & marketing	34	About the author	62
<i>Oliver Wyman: In the shadow of its own reputation?</i>	35	Index	63
Top-rated firms by function	36	Client Perception Programme	64
Strategy	36	About Source	65
IT	38		
<i>Filling the gap: Why IT clients rate strategy firms, and strategy clients rate technology firms</i>	39		
General management	40		
Finance & risk	41		
Operations	42		

# METHODOLOGY

## Who did we talk to?

We have 1,601 responses from our survey of executives, directors, and senior managers in the financial services industry across the world in November and December 2015, all of whom have been responsible for buying substantial volumes of consulting services in the previous year. They represent a wide range of business functions, and 88% work in organisations that generate more than \$500m in revenue.

Figure 1

Respondents' level of responsibility

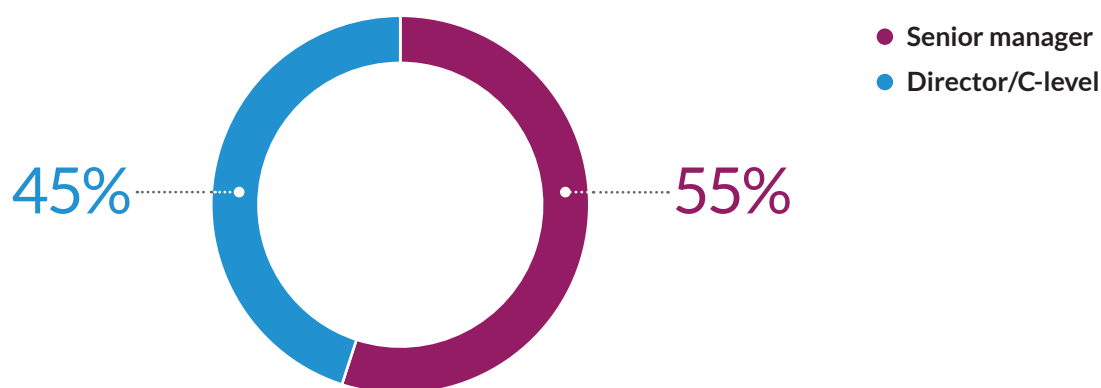


Figure 2

Respondents by function

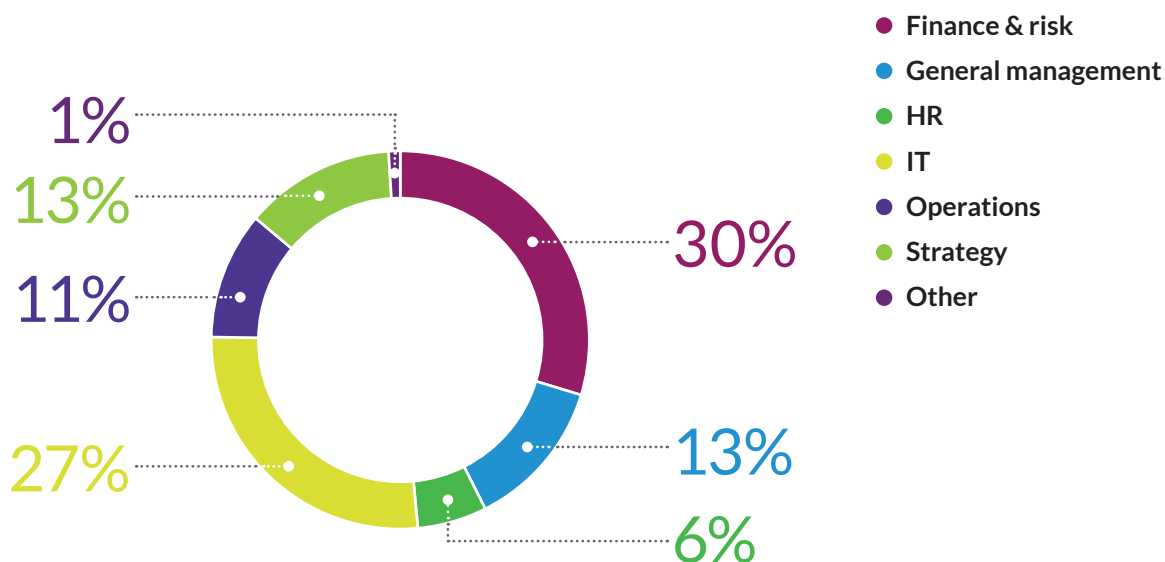


Figure 3

Respondents by organisation size (revenue)

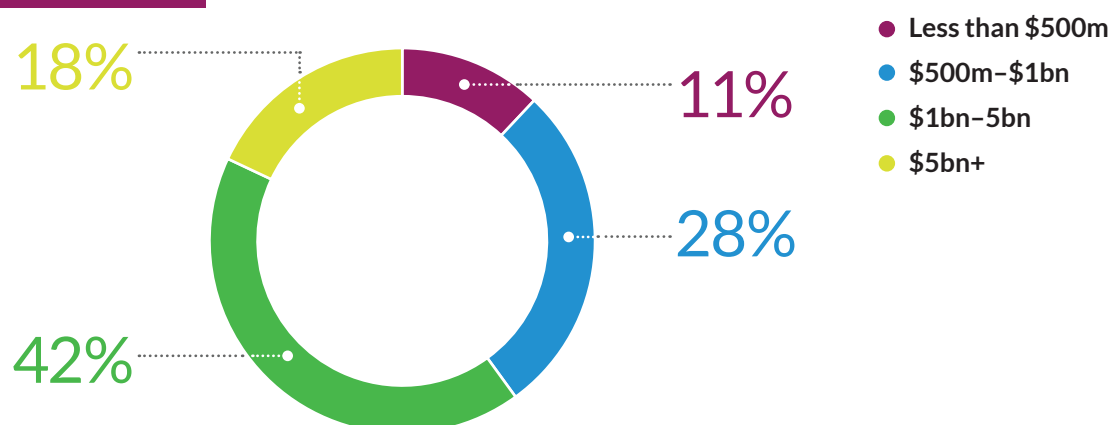
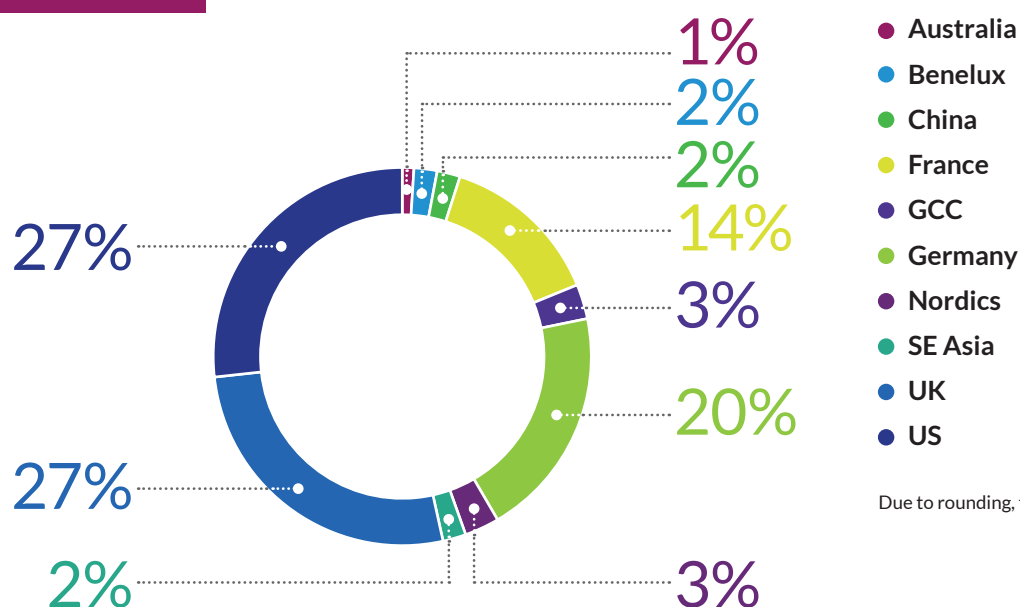


Figure 4

Respondents by geography



Due to rounding, this adds up to 101%

### What did we ask them?

Each respondent was asked to tell us about three consulting firms and was presented with a list of up to 21 leading consulting firms (we didn't ask about every firm in every market). Clients did have the opportunity to tell us about consulting firms that weren't on the list, but this report focuses on the firms for which the number of responses was sufficient for us to carry out detailed analysis.

We asked each respondent to share their views on each of the three firms selected, focusing on the following areas:

- **Quality:** Their perception of the quality of service provided by each firm in ten different consulting services
- **Value:** Their view of how much value each firm added in relation to the fees paid for its services
- **Recommendations:** Whether they have recommended any of these firms for any consulting service
- **Attributes:** How they rate each firm and the individuals from it across a range of attributes

## Which firms are included in this report?

For each firm we tried to get responses from at least 20 direct clients and 20 indirect clients, to give the reader a “20:20” rounded view of each firm. In most cases we have several times this amount of data, but for a very small number of firms (three, in this report) we have fallen slightly short of 20 for one type of client. Where this is the case, we’ve highlighted in the firm’s profile. Nonetheless, it provides enough data to provide a detailed profile of each firm we asked about.

BearingPoint, L.E.K., Mercer, and PA Consulting are not included in this analysis. While we have data on these firms, we did not ask about them in every region as we did with the other firms in this list. In the interest of making our analysis and comparisons fair, these four firms are excluded from the calculations of averages and overall scores in this report.

Firm	Did we ask about this firm in this market?	Included in general analysis?	Detailed profile available?
Accenture	✓	✓	✓
Aon Hewitt	✓	✓	✓
A.T. Kearney	✓	✓	✓
Bain & Company	✓	✓	✓
BearingPoint	✓	✗	✗
The Boston Consulting Group	✓	✓	✓
Capgemini Consulting	✓	✓	✓
Deloitte	✓	✓	✓
EY	✓	✓	✓
Hay Group*	✓	✓	✓
IBM Global Business Services	✓	✓	✓
KPMG	✓	✓	✓
L.E.K.	✓	✗	✗
McKinsey & Company	✓	✓	✓
Mercer	✓	✗	✗
Oliver Wyman	✓	✓	✓
PA Consulting	✓	✗	✗
PwC	✓	✓	✓
Roland Berger	✓	✓	✓
Strategy&	✓	✓	✓
Towers Watson	✓	✓	✓

## How we rank firms in this report

In this report, we reveal the top-ranked firms in four areas: mindshare, quality, value, and most recommended firm. We look at the top-ranked firms overall, but where we can, we also split the data to look at perceptions in each consulting service, and by type of client. In breaking down the data to this level our sample sizes can become quite small, so where it isn’t big enough for us to be confident to make a ranking, we’ve declined to do so. If you have questions about anything we’ve omitted from this report, please contact [Sarah Burgess](#).

\* Our survey was launched before Korn Ferry’s acquisition of Hay Group completed in December 2015.

**Mindshare:** We base our rankings on the numbers of respondents talking about each firm, relative to each other. To calculate that, we awarded a score of 100 to the most-mentioned firm, and work out how many times each other firm was mentioned in relation to it.

**Quality:** We base our rating on the sum of the proportion of people who describe quality as either “high” or “very high”. Where that produces an equal result between two firms we take into account the share who have described quality as “very high” to determine the order in which they are ranked.

**Value:** We base our rating on the sum of the proportion of people who say that the value a firm delivers is greater (to any extent) than the fees it charges. Where that produces an equal result between two firms, we take into account the extent to which value is seen to be greater than fees (respondents had the choice of saying it was twice, five times, or ten times greater than fees) to determine the order in which they are ranked.

**Most recommended:** We base our ranking on the proportion of people who say they have recommended a firm. Where that produces an equal result between two or more firms, those firms simply tie.

#### New for 2016:



The Source badge—an award given to those firms that have been rated number one by clients in a given region/industry for mindshare, quality, and value. If your firm has a badge next to its name and you'd like to find out more about how to use it externally, please contact [Ella-Sian Jolley](#).

### *The difference between direct and indirect clients*

Direct clients are clients who either have very recent experience of working with the firm they chose to tell us about or are working with it now.

Indirect clients are clients who feel qualified to share an opinion about a firm but aren't among their direct clients. They may have had exposure to the work the firm has done elsewhere in their organisation or have simply formed an impression based on reading a firm's thought leadership or being exposed to its marketing in some other form. In simple terms, indirect clients are prospects.

The differences between the opinions of these two types of clients tell us a lot about the differences between expectation (indirect clients) and reality (direct clients). But it also tells us something about the differences between a firm's marketing and what it actually delivers.

### *Discover more online*

The data contained and referred to within this report is also available online, where it can be sorted and filtered according to your preferences. In fact, some of the charts contained in the report link directly through to the online database. Note that wherever you see a quickcode next to the title of a chart, that code can be entered into the search function of the database to reproduce exactly the same chart.

When you log on, you'll notice that in some areas there's data that's in a faded grey colour. This is where we have data, but it's not a big enough sample to include in a ranking in this report. Nonetheless, we share it online in case you do want to see what, for example, indirect operations clients in the public sector (or a similarly complex split) think of a particular firm. If you have any questions about any of the data, please contact [Sarah Burgess](#).

To find out how you can get access to the online database, please contact the person in your organisation who bought the report or email [ella-sian.jolley@sourceglobalresearch.com](mailto:ella-sian.jolley@sourceglobalresearch.com)

# Definitions of industries and services

## Industries



### Energy & resources

#### Energy

*Includes the exploration and production of energy, including oil, gas, coal, and renewables.*

#### Utilities

*Includes the delivery of electricity, gas, water, sanitation, and other related services.*

#### Primary resources

*Includes agriculture, chemicals and chemical products, commodities, forestry, fishing, metals, mining, and plastics.*



### Financial services

#### Banking

*Includes retail banking, commercial banking, and lending.*

#### Insurance

*Includes general insurance (e.g., motor, home, pets, health—anything on an annual contract), life insurance, pension products, retirement planning.*

#### Private equity

*Includes both consulting work for private equity firms and consulting work with private equity portfolio businesses.*

#### Capital markets

*Includes investment banking, trading of stocks and financial products, corporate finance, and broking.*

#### Investment and wealth management

*Includes private banking, high net-worth banking, investment management, trust funds, the management of pension funds, and asset management.*



### Manufacturing

#### Aerospace

*Includes space research and technology, the manufacture of aircraft, aircraft parts, rockets and other space equipment, and tanks and ammunition.*

#### Automotive

*Includes the manufacture of motor vehicles, industrial vehicles, and vehicle supplies and parts.*

#### Construction

*Includes surveying, architectural, and engineering services, heavy construction, house building, and the building of infrastructure.*

#### Consumer packaged goods

*Includes the manufacture of clothes, foods, alcohol, tobacco, furniture, home furnishings, cleaning products, small arms, children's toys, and sports equipment.*

#### Consumer and industrial electronics

*Includes electrical components, household and industrial appliances, commercial and professional equipment.*

#### Industrial products

*Includes industrial machinery, steel and metal products, and plastic products.*



### Pharma & biotech

*Includes research into and the production of drugs, biological products, medicinal chemicals, and life sciences.*



### Healthcare

*Includes private- and publicly-funded healthcare, hospitals, laboratories, and medical equipment.*



### Public sector

#### Government

*Includes federal/national, state/regional, local government, emergency services, justice, social services, public transport, and conservation.*

#### Education

*Includes public and private schools, universities, and libraries.*

#### Defense

*Includes national security and consulting around defense issues.*



### Retail

*Includes the selling of clothes, food, consumer goods, and automobiles.*



### Services

#### Logistics

*Includes warehousing, storage, packing and crating, and distribution including cargo, freight, and haulage.*

#### Business services

*Includes services relating to law, accountancy, IT maintenance, security systems, advertising, employment agencies, and vehicle leasing.*

#### Leisure

*Includes museums, art galleries, theatre, golf courses, hotels, hospitality, travel agencies, restaurants, and bars.*

#### Real estate

*Includes estate agencies and operators of residential and commercial buildings.*

#### Transportation

*Includes private and people-related transportation, including airlines, airport management, train operators, rail infrastructure management, water transportation, courier services, and private bus services.*



### Technology, media & telecoms

#### Telecoms

*Includes telephone, mobile, digital, and other communication services.*

#### High-tech

*Includes IT related devices, computer and computer related devices, audio and video equipment, broadcasting and communication equipment.*

#### Media

*Includes radio, television and digital broadcasting stations and services as well as printing and the publishing of newspapers, periodicals, and books.*



## Services



### Financial management

*Includes finance function and budgeting/financial planning process.*



### Risk & regulatory

*Includes responding to regulation, technology and security risk services, operational risk, financial risk, programme risk.*



### HR & change management

*Includes HR strategy and effectiveness, benefits, compensation and pensions, change management, internal communications, organisational design and culture, stakeholder management, team effectiveness and collaboration, leadership and governance, performance management, talent management/training and development.*



### Operational improvement

*Includes business continuity and recovery, knowledge management, Lean and Six Sigma, property and estate management, quality and performance management, supply chain management, cost-cutting, innovation, M&A integration, managing quality, post-M&A integration, process design and re-engineering, procurement/purchasing, research and development, benchmarking, distribution strategy, environmental, sustainability and CSR, and operational review.*



### Strategy

*Includes business and financial modelling, corporate re-structuring, corporate recovery and turnaround, corporate strategy, market analysis and strategy, market research, policy formulation, strategic sourcing/offshoring strategy, due diligence and valuation, infrastructure/asset financing and management, PFI, mergers and acquisitions, customer service, new product development, branding, marketing and channel management, customer relationship management, pricing, sales force effectiveness, category management, sales and distribution planning.*



### Technology

*Includes ERP consulting, IT training, application of new technology, hardware/software selection, IT design and build, IT strategy, planning and review, IT testing and integration, management information and business intelligence, requirements definition, web and internet consulting, project and programme management (e.g., where consulting firm has been engaged to run a specific project that it is otherwise not involved in).*

# INDEX

## A

Accenture 2, 6, 10, 11, 12, 13, 14, 15, 16, 17, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 36, 37, 38, 41, 45, 54

Aon Hewitt 6, 12, 13, 16, 17, 27, 28, 30, 32, 33, 34, 38, 39, 42, 43, 46

A.T. Kearney 6, 12, 13, 14, 15, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 41, 42, 47

## B

Bain & Company 6, 13, 17, 26, 29, 33, 48

The Boston Consulting Group 2, 6, 11, 12, 13, 14, 15, 16, 17, 18, 22, 25, 26, 28, 29, 30, 31, 33, 36, 37, 38, 39, 42, 43, 49

## C

Capgemini Consulting 6, 13, 17, 20, 36, 37, 50

## D

Deloitte 6, 10, 13, 17, 36, 37, 43, 44, 51, 62

## E

EY 6, 13, 17, 27, 28, 30, 52

## H

Hay Group 6, 13, 17, 30, 33, 38, 39, 53

## I

IBM GBS 6, 10, 11, 12, 13, 14, 16, 17, 18, 22, 23, 24, 25, 27, 30, 31, 32, 34, 38, 40, 41, 42, 43, 54

## K

KPMG 6, 10, 13, 17, 28, 55

## M

McKinsey & Company 6, 10, 13, 14, 16, 17, 20, 21, 26, 28, 29, 38, 39, 40, 41, 48, 56

## O

Oliver Wyman 6, 13, 14, 17, 20, 23, 24, 27, 28, 29, 30, 31, 35, 41, 42, 57

## P

PwC 2, 6, 12, 13, 16, 17, 18, 22, 24, 36, 37, 40, 41, 43, 58, 60

## R

Roland Berger 6, 13, 16, 17, 19, 20, 21, 22, 31, 32, 33, 34, 40, 41, 42, 59

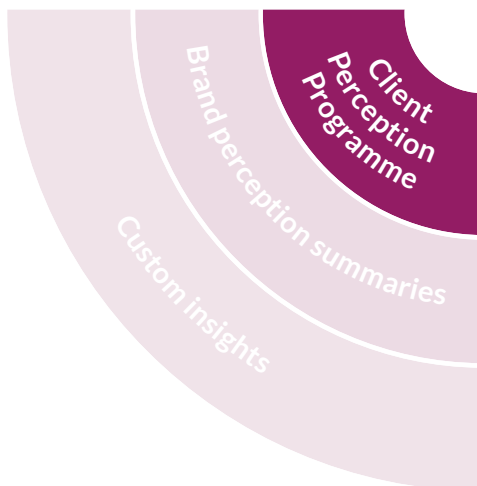
## S

Strategy& 6, 13, 17, 19, 20, 21, 22, 23, 24, 25, 27, 28, 29, 30, 32, 34, 60

## T

Towers Watson 6, 10, 13, 17, 18, 22, 33, 38, 39, 61

# CLIENT PERCEPTION PROGRAMME



## How to subscribe

You can either subscribe to the whole programme (the cheapest way of getting access to everything) or buy reports individually. All reports in the *Client Perception Programme* come with a global licence, so once you've bought them you can use them anywhere in your firm.

For more details about how you can subscribe please contact [Alice Noyelle](#).

The newest of our major research programmes, our *Client Perception Programme* is a suite of eleven reports which assess the reputation of consulting firms, as seen by clients.

At the heart of the programme are two important questions:

- What is the reputation of a consulting firm?
- What do clients think about the quality of service and the value added by consulting firms?

The first section of each report looks at the perceptions of clients in the market as a whole (either by geography or industry) and ranks the top three firms in each of the following areas: mindshare (how likely clients are to be thinking about a consulting firm), quality, value added, and likelihood to be recommended. The report then looks at perceptions by consulting service (and where relevant, by industry), ranking the top three firms for each. In our analysis we draw on our extensive knowledge of the consulting market to explain why particular firms are perceived as they are, and highlight interesting stories within the data along the way.

Finally, the report looks at clients' perceptions of individual firms in the relevant market. It compares each firm's mindshare, quality, and value perceptions with those of the leading firms, as well as comparing the views of direct and indirect clients to highlight the challenges that need to be addressed either during a project, or by marketing. The report also highlights which services clients are recommending each firm for, and what they perceive to be each firm's strongest attributes.

## The *Client Perception Programme* can help you to:

- Understand how your consulting firm compares with competitors in the market
- Understand what clients and prospects see as your core strengths
- Where your clients think you can improve, and where they want you to make improvements

### Geographies and industries covered in this Programme:

<a href="#">GCC</a>	<a href="#">Energy &amp; resources</a>
<a href="#">US</a>	<a href="#">Financial services</a>
<a href="#">UK</a>	<a href="#">Perceptions of procurement</a>
<a href="#">The Nordics</a>	<a href="#">Technology, media &amp; telecoms</a>
<a href="#">Germany</a>	<a href="#">Healthcare</a>
<a href="#">France</a>	

For information about the products or services available from Source, please contact:

#### UK, EUROPE AND US

Alice Noyelle

+44 (0)20 3795 2662

[alice.noyelle@sourceglobalresearch.com](mailto:alice.noyelle@sourceglobalresearch.com)

#### MIDDLE EAST

Jodi Davies

+971 52 989 5224

[jodi.davies@sourceglobalresearch.com](mailto:jodi.davies@sourceglobalresearch.com)

[www.sourceglobalresearch.com](http://www.sourceglobalresearch.com)

## About Source

Source Global Research is a leading provider of information about the market for management consulting. Set up in 2007 with offices in London and Dubai, Source serves both consulting firms and their clients with expert analysis, research, and reporting. We draw not only on our extensive in-house experience but also on the breadth of our relationships with both suppliers and buyers. All of our work is underpinned by our core values of intelligence, integrity, efficiency, and transparency.

Source was founded by Fiona Czerniawska and Joy Burnford. Fiona is one of the world's leading experts on the consulting industry. She has written [numerous books](#) on the industry including: [The Intelligent Client](#) and *The Economist* books, [Business Consulting: A Guide to How it Works and How to Make it Work](#) and [Buying Professional Services](#).

For further information please visit [www.sourceglobalresearch.com](http://www.sourceglobalresearch.com)

### UK AND EUROPE

Source Information Services Ltd

📍 20 St Dunstons Hill • London • EC3R 8HL

☎ +44 (0)20 3795 2668

### MIDDLE EAST

📍 PO Box 340505 • Dubai • United Arab Emirates

☎ +971 (0)52 989 5224

✉ [info@sourceglobalresearch.com](mailto:info@sourceglobalresearch.com)

🌐 [www.sourceglobalresearch.com](http://www.sourceglobalresearch.com)

© Source Information Services Ltd 2016

Source Information Services Ltd and its agents have used their best efforts in collecting the information published in this report. Source Information Services Ltd does not assume, and hereby disclaims, any liability for any loss or damage caused by errors or omissions in this report, whether such errors or omissions result from negligence, accident, or other causes.

