

Business Information Centre

Financial Services

2010

Sources Available in the Business Information Centre



Market Research



Country Intelligence



Company Leads



Tender Opportunities



Useful Contacts

INTRODUCTION

It is important to keep up to date with what is happening in any industry in order to plan your company strategy effectively. The Business Information Centre can provide a wealth of information on all aspects of the financial services industry from the global industry as a whole to the more specific sub-sectors.

In addition, Enterprise Europe NI is hosted by Invest Northern Ireland. The network can provide direct contact with market research centres throughout Europe and is a first point of contact for researching European financial services markets.

*This guide has been designed to assist with desk research and shows **examples** of reports and websites that might be useful. It is only possible to give an idea of the content of databases and websites. Invest NI does not endorse any of the websites or information providers mentioned.*

MARKET REPORTS

BUSINESS MONITOR (www.businessmonitor.com)

Business Monitor provides Industry trend analysis and forecasts, and competitive intelligence on leading companies, covering 16 industries worldwide. The Business Information Centre has access to all this information for the Asian and Middle East markets. The following is a sample of the reports available through the Business Monitor database for the financial services industry:

- Banking/Finance - Business Environment Outlook - Bangladesh – Q1 2010
- Banking/Finance Industry View - South Korea – Q1 2010
- Company Profile - PABC Bank - Q3 2010
- Industry Forecast - Banking Sector: Steady Growth Expected: Jordan 2010
- Industry Forecast - GCC Q1 2010: Banking Results: Qatar Outperforming
- Industry Forecast - Three Key Risks To Global Banking - 2010

DATAMONITOR (www.datamonitor.com)

Datamonitor reports provide comprehensive market intelligence, analysis and forecasting based on primary quantitative and qualitative research, providing the full picture on a particular industry, issue or trend. The following is a sample of the reports available through the Datamonitor database for the financial services industry:

Market Reports, Interactive Models & Databooks

- Buy-to-let Mortgages and the Rental Sector, April 2010
- High Net Worth Customers in Germany 2010, April 2010
- The Future of Remortgaging, August 2009
- Financial Advisors' Views of the Post-RDR Landscape, August 2009
- Rebuilding Consumer Trust in Savings & Investments, August 2009
- UK Individual and Group Pensions, July 2009
- Claims Management in UK General Insurance, July 2009
- Customer Loyalty in Australian Financial Services, March 2010
- Wealth Management in Switzerland, July 2009
- Retail Banking Competitor Tracker, March 2010
- UK Plastic Cards: Outlook to 2010, June 2009
- UK Mortgage Market in 2009 and Future Outlook, March 2010
- Payment Cards in Spain to 2012, March 2009
- Attracting Offshore Clients to Onshore Services, April 2010
- Company Financials, Various Banks, September 2009
- Wealth Market in Ireland to 2012, January 2009

The industry profiles below are available:

- Commercial Banking in the United States, April 2009
- Global Reinsurance, March 2010
- Global Property & Casualty Insurance, March 2010
- Global Investment Banking & Brokerage, March 2010
- Global Banks, April 2010
- Global Thrifts & Mortgage Finance, March 2010
- Global Asset Management & Custody Banks, March 2009
- Global Multi-line Insurance, March 2010
- Global Capital Markets, March 2010
- Global Insurance Brokers, March 2010
- Global Life & Health Insurance, March 2010
- Global Commercial Banks, March 2009
- Global Consumer Finance, March 2010
- Retail Lending in Asia-Pacific, November 2009
- Retail Lending in Germany, November 2009

GARTNER (www.gartner.com)

Gartner provides a detailed look at all aspects of the ICT industry worldwide and comments on different issues that are released on a continuous basis. Product trends and analysis is performed through their hype cycles and competitor analysis is produced through their Magic Quadrants. Examples of information for the financial services sector include:

- Report Highlight for Dataquest Insight: What's Behind the IT Services Forecast in the Financial Services Industry, Western Europe, 2006-2012, December 2009
- Major Financial Services Firms Call Online Banking Dangerous, August 2009
- Online Commercial Banking Vendor Landscape, March 2010
- Key Issues and Research Agenda for Banking and Investment Services, August 2009
- MarketScope for Core Financial Management Applications, June 2009
- Implementing Finance Shared Services: Benefits and Best Practices, April 2009
- Treasury Workstation Deal Challenges Online Banking, April 2010

KEYNOTE (www.keynote.co.uk)

Keynote is an online database providing information on 27 industry sectors in the UK. Reports cover industrial and consumer sectors and information includes market size and trends, key players and company profiles. The following is a sample of the reports available through Keynote for the financial services industry:

- Financial Services Organisations on the Internet, 2009
- Insurance Companies, Market Report, 2009
- Top markets: Accountancy, Market Focus, 2010
- Market Forecasts, Financial Services, 2009
- Pensions, Market Assessment, 2009
- Direct Insurance, Market Assessment, 2010
- Insurance Companies, Market Report, 2009
- General Insurance, Market Assessment 2010
- Personal Lines Insurance, Market Assessment, 2010

MINTEL (www.mintel.com)

Mintel market reports analyse market sizes and trends, market segmentation and consumer attitudes and purchasing habits, as well as assessing the future market. The following is a sample of the reports available through Mintel for the financial services Industry:

- Financial Services: Technology and the Internet, UK, August 2009
- Non-traditional Financial Services Providers, Ireland, May 2009
- Personal Loans, Ireland, April 2010
- Current Accounts, Ireland, February 2009
- Pensions - Planning for Retirement, Ireland, June 2009
- Savings, Ireland, March 2010
- Online Banking, Ireland, November 2009
- Credit Cards, Ireland, 2009
- SME Banking (Industrial Report), Ireland, April 2009

PLIMSOLL (www.plimsoll.co.uk)

Plimsoll specialises in providing up to date, authoritative financial analysis. They publish in-depth industry reports and market analysis on over 1500 UK industries. The following is a sample of the reports available through Plimsoll for the financial services industry:

- UK Financial Services UK
- Independent Financial Advisors Market
- UK Credit Cards & Discount Cards Market
- UK Insurance Brokers
- UK Asset Finance
- UK Travel Insurance

SNAPDATA (www.snapdata.com)

Snapdata provide market research overviews for a wide range of markets, indicating statistics for market size, shares, distribution and forecasts. The following reports are available for the financial services industry:

- Ireland ATM's 2008
- Chile Plastic Cards 2009
- Brazil Commercial Banking 2009
- Hong Kong Credit Cards 2008
- Belgium Life Insurance 2009
- Egypt Insurance 2009
- Australia Non-Life Insurance 2009
- UK ATMs 2009
- UK Consumer Borrowing 2008
- UK Debit Cards 2008
- Germany Mortgages 2007
- US Mutual Funds 2008

UK TRADE & INVESTMENT (UKTI) (www.uktradeinvest.gov.uk)

UKTI has extensive research contacts in every sector, in every country. They also publish research on their website. The following reports are a sample of what is available for the financial services industry:

- Financial & Professional Services Sector in the UAE, September 2009
- Financial Services/Banking/PPP/Legal Services Sectors in Spain, September 2009
- Islamic Banking in Bosnia and Herzegovina, September 2009
- Financial Services (including PPP) in Poland, September 2009
- Financial & Business Services Sector in Singapore, September 2009
- Financial, Legal Services & PPP Sector in Pakistan, September 2009
- Financial & Related Professional Sector in Vietnam, September 2009
- Financial Services Sector in Indonesia, August 2009
- Financial Sector in Chile, January 2010
- Financial Services and PPP Sectors in Canada, August 2009
- Banking, Insurance and Private Pension Sectors in Peru , February 2009

Some Management Consultants specialise in different sectors and make detailed research available on their websites. Those with research available on the fFinancial services sector include:

- KPMG GLOBAL –
<http://www.kpmg.com/Global/IssuesAndInsights/ArticlesAndPublications/Pages/default.aspx>
- DELOITTE GLOBAL -
http://www.deloitte.com/dtt/section_home/0,1041,sid%253D1008,00.html
- ERNST & YOUNG –
<http://www.ey.com>
- ACCENTURE –
http://www.accenture.com/Global/Research_and_Insights/default.htm
- PWC GLOBAL –
<http://www.pwc.com/extweb/pwcpublishings.nsf/docid/9C658A7BAC898E6C852571E9004AD2F3>

COMPANY INFORMATION

Identifying companies and finding the right information about their activities and performance is essential to making good business decisions. The Information Centre has a wide range of company databases that can provide financials, product information, company details or trade names. Company information on agents or distributors, competitors or even potential customers, can be searched

for on an international, regional, national or local level through a variety of databases including Kompass and FAME.

Some of these databases have free, limited searching available on the internet. This can help to identify potential companies which can be researched further. The following links are useful:

- Bureau Van Dijk – Free Directory - www.bvdep.com
- Kelly's Directory – www.kellysearch.com
- Kompass – www.kompass.com

Datamonitor supplies company profiles on the larger global corporates inc, HSBC Holdings plc, JP Morgan Chase & Co, Royal Bank of Scotland plc and Bank of China Ltd. These profiles provide an invaluable analysis into the competitive and strategic performance of the company.

OTHER HARD COPY DIRECTORIES

- Arab Banking and Finance 2008- 2009, Telegulf

STATISTICS

The National Statistics website, www.statistics.gov.uk, holds information for many products: <http://www.statistics.gov.uk/OnlineProducts/>

Datamonitor also provides details on statistics and forecasts.

ASSOCIATIONS

Associations are an extremely useful way to find information on either markets or companies within the financial services sector. Many associations hold detailed membership directories and many also include detailed market reports, statistics, events & industry news. They also provide useful links to further information.

The financial services sector associations include:

NORTHERN IRELAND

- Financial Services Skills Council, Northern Ireland - www.fssc.org.uk/northernireland.html
- Ulster Federation of Credit Unions - www.ufcu.co.uk

IRELAND

- British and Irish Ombudsman Association - www.bioa.org.uk
- Central Bank & Financial Services Authority of Ireland - www.centralbank.ie
- Financial Services Ireland - www.fsi.ie
- Insurance Institute of Ireland - www.insurance-institute.ie
- Institute of Bankers in Ireland - www.bankers.ie
- Irish Association of Corporate Treasurers- www.treasurers.ie/
- Irish Banks' Federation - www.ibf.ie
- Irish Financial Services Regulatory Authority – www.ifsra.ie/

UK

- Association of British Insurers – www.abi.org.uk
- Association of Consulting Actuaries - www.aca.org.uk
- Association of Risk & Insurance Management - www.airmic.com
- British Bankers' Association – www.bba.org.uk
- British Insurance Brokers' Association - www.biba.org.uk
- British Venture Capital Association – www.bvca.co.uk
- Building Societies' Association - www.bsa.org.uk
- Financial Services Authority - www.fsa.gov.uk
- National Association of Pension Funds - www.napf.co.uk

EUROPE

- Association of German Banks - www.germanbanks.org
- European Banking Association - www.abe.org
- European Committee for Banking Standards - www.ecbs.org
- European Private Equity & Venture Capital Association - www.evca.com
- French Bankers' Association - www.afb.fr

USA

- American Bankers' Association - www.aba.com
- American Finance Association - www.afajof.org
- American Financial Services Association - www.afsaonline.org
- Financial Services' and Banking Benchmarking Association – www.fsbba.org
- Risk Management Association - www.rmahq.org

INTERNATIONAL

- Institute of International Bankers - www.iib.org
- International Financial Services Association - www.ifsaonline.org

Invest NI is not responsible for the content of external websites and inclusion in, or exclusion from, the above list does not imply recommendation, endorsement or otherwise of any company, product or service.

NEWS

Business Information Centre subscribes to a number of news databases which provide access to articles news and trade sources.

A vast amount of current and retrospective News articles on the industry can also be obtained from Datamonitor and Mintel.

The Lexis Nexis database has access to trade and news sources from around the world.

JOURNALS AVAILABLE IN THE INFORMATION CENTRE:

- Economist
- Investors Chronicle
- Local Economy
- Smart Money

INTERNET

The internet holds an extensive range of information on the financial services industry and related industries. Useful sites include:

- **Bank of England** - www.bankofengland.co.uk
The Bank of England is the central bank of the United Kingdom.
- **Bank of Ireland** www.bankofireland.ie
The Bank of Ireland is the central bank for Ireland.
- **Banking Code Standards Board** - www.bankingcode.org.uk
BCSB ensures fair dealing and standards of good banking practice to UK customers.

- **Bloomberg** – www.bloomberg.com
Bloomberg is a global provider of data, news and analytics.
- **Central Banks Website** – www.bis.org/cbanks.htm
Provides links to most central banks worldwide
- **Council of Mortgage Lenders** - www.cml.org.uk
The CML is the trade association for mortgage lenders in the UK, and its members undertake around 98% of UK residential mortgage lending.
- **European Bank for Reconstruction and Development** - www.ebrd.org
Investment organisation to help build market economies and democracies in 27 countries. Web access to publications, surveys and statistics.
- **European Central Bank** - www.ecb.int
The central bank of Europe.
- **Financial Ombudsman Service** - www.financial-ombudsman.org.uk
Provides consumers with a free, independent service for resolving disputes with financial firms.
- **International Financial Services London** - www.ifsl.org.uk/output/Research.aspx
Analysis and statistics provider on financial services.
- **International Monetary Fund (IMF)** - www.imf.org
Organisation working to foster global monetary cooperation, secure financial stability, facilitate international trade, promote high employment and sustainable economic growth, and reduce poverty.
- **Society of Trust and Estate Practitioners** – www.step.org
Professional body for the trust & estate profession worldwide, with members from the legal, accountancy & other financial professions.
- **Stock Exchanges Worldwide** - www.tdd.it/slnews/Stock_Exchanges/Stock.Exchanges.htm
A comprehensive listing of stock exchanges around the world.
- **UK Financial Sector Continuity** - www.fsc.gov.uk
Central point of information about work on continuity planning with relevance to the UK's financial sector.
- **US Securities and Exchange Commission** – www.sec.gov
Official Federal Agency website, including news, legal and other releases and reports.

- **World Bank** – www.worldbank.org
Source of financial and technical assistance to developing countries around the world. A vast amount of information can be accessed via its website.
- **World Trade Organisation** – www.wto.org
Global international organisation dealing with the rules of trade between nations.

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SELLING TO THE PUBLIC SECTOR

Enterprise Europe (NI)'s Public Procurement Service (TED), offers the following services to subscribing businesses:

- Daily alerting service matching tender opportunities to tailored company profiles
- Advice and assistance on tendering procedures
- Information on UK and EU Public Procurement Regulations
- Assistance and advice on supplying to Local Government, Education Boards, the Health Sector and Utility companies
- Information on where to access tender opportunities for below EC thresholds
- Advice on how to find public tenders on the internet.

In addition to the TED service, a number of resources for the Public Procurement market are available through Enterprise Europe (NI).

For more information, please find attached a link into the 'Tender Information' section on the Invest NI website: www.investni.com/tenderinformation

EXHIBITIONS/TRADESHOWS

Exhibitions/Tradeshows are a good way to market your product, finding out who your competitors are, networking and finding new customers. To find out about exhibitions and tradeshows in the financial services sector, worldwide or locally, just click on the links below:

<http://www.exhibitions.co.uk/>

<http://www.expodatabase.com/messedb/>

This sector guide along with others can be found on the Invest NI website:

<http://www.investni.com/index/publicationsa-z.htm?filter=S>

These are only examples of information available for the industry. If you require anything specific or have any questions, please do not hesitate to contact **Kathy McConville**, 028 9069 8127 or any member of the Business Information Centre by e-mail: bic@investni.com.

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