



Life and Pensions Insurance BPO Service Provider Profile Compendium 2015

Banking, Financial Services, and Insurance (BFSI) Business Process Outsourcing
Market Report: February 2016 – Preview Deck

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▶ Global Sourcing

▶ Contact Center

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Custom research capabilities

- Benchmarking | Pricing, delivery model, skill portfolio
- Peer analysis | Scope, sourcing models, locations
- Locations | Cost, skills, sustainability, portfolio – plus a tracking tool
- Tracking services | Service providers, locations, risk
- Other | Market intelligence, service provider capabilities, technologies, contract assessment

Subscription information

- This report is included in the following subscription(s)
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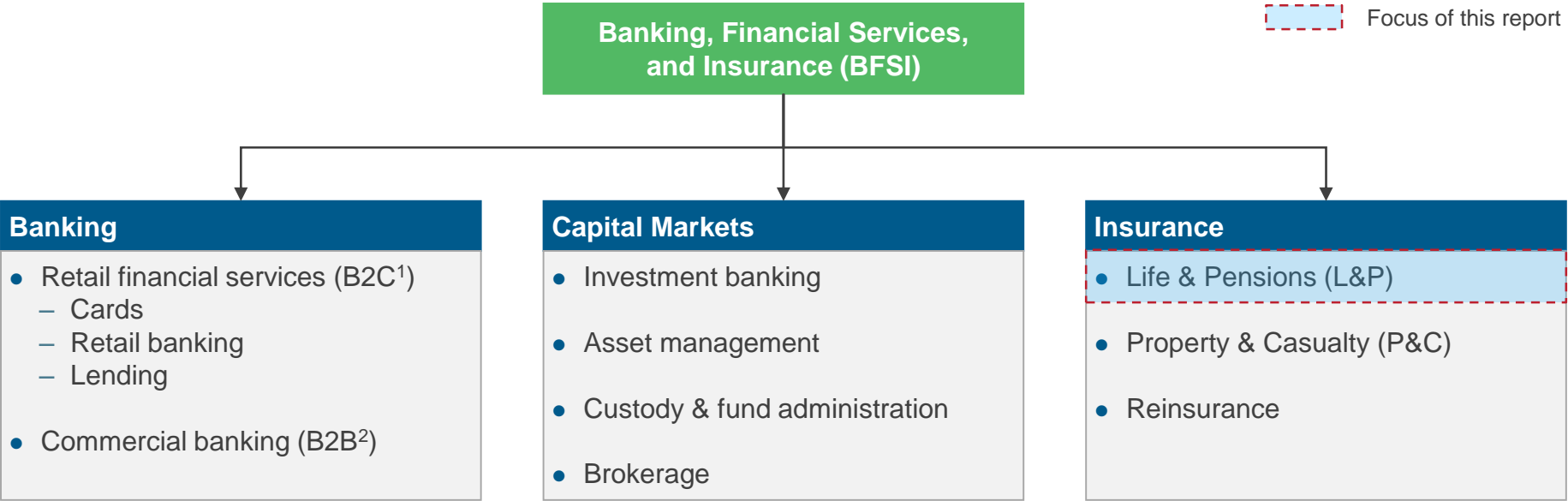
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¹ Banking, financial services, and insurance

Everest Group's definition of BFSI includes the following three segments



Notes

- There are multiple operating-model alternatives ranging from internal shared services / Global In-house Centers (GICs) to third-party outsourcing. This report focuses primarily on third-party models
- This report covers vertical-specific Business Process Outsourcing (BPO) within the L&P insurance space. It does not include coverage of horizontal business processes such as Finance and Accounting (F&A), Human Resource (HR), procurement, and contact centers
- Health insurance BPO is not covered in this report

1 Business-to-Consumer relationships

2 Business-to-Business relationships

Table of contents

Topic	Page no.
Section I: L&P insurance BPO service provider landscape snapshot	6
Section II: Profiles of L&P insurance BPO Leaders	12
• Cognizant	13
• EXL	19
• TCS	23
Section III: Profiles of L&P insurance BPO Major Contenders	28
• Dell	29
• Genpact	34
• HCL	39
• IGATE	44
• Infosys	49
• Serco	54
• Sutherland	59
• WNS	64
Section IV: Profiles of L&P insurance BPO Aspirants	69
• Mphasis	70
• NIIT Technologies	75
• Syntel	80
Section V: Appendix	85
• PEAK Matrix framework	86
• Glossary of terms	87
• BFSI BPO research agenda	88
• References	89

ABC (page 1 of 5)

L&P insurance BPO – overview

Company overview

XXX

Key leaders

- XXX
- XXX
- XXX

Headquarter: XXX

Website: www.abc.com

Suite of services

- XXX
- XXX

	2012	2013	2014
Revenue (US\$ million)	XXX	XXX	XXX
Number of FTEs	XXX	XXX	XXX
Number of clients	XXX	XXX	XXX

Recent acquisitions and partnerships

- XXX
- XXX

Recent developments

- XXX
- XXX

Source: Everest Group (2016)

L&P insurance BPO – key delivery locations



Source: Everest Group (2016)

ABC (page 3 of 5)

L&P insurance BPO – capabilities and key clients

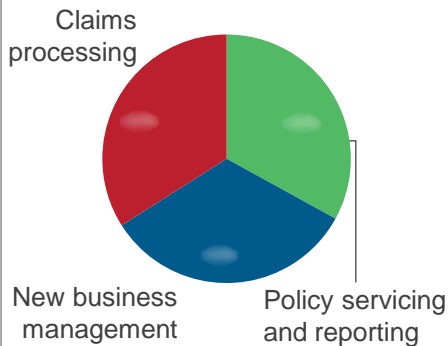
Key L&P insurance BPO engagements

Client name	Processes covered	Region	Client since
XXX	Claims adjudication support, claims triage, claims notification, and new business data entry	Region 1	2014
XXX	New business & claims processing	Region 2	2013
XXX	Policy servicing & claims processing	Region 3	2011
XXX	New business, policy servicing, call scheduling, & quality verification	Region 4	2009
XXX	Marketing analytics, new business, policy servicing, & claims processing	Region 5	2004
XXX	Policy servicing	Region 6	2001

L&P insurance BPO FTE mix by processes covered

FTEs in numbers

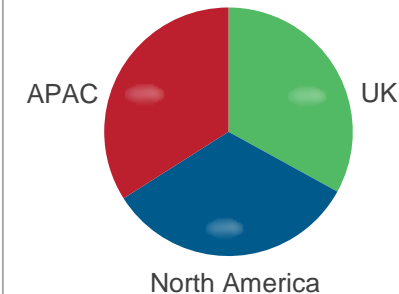
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L&P insurance BPO revenue mix by geography

Revenue in US\$ million

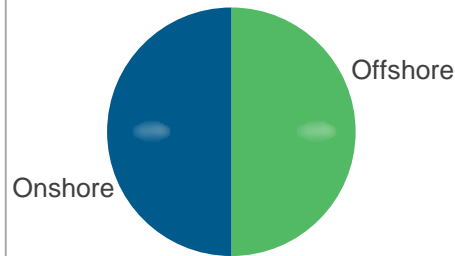
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Split of FTEs by location

FTEs in numbers

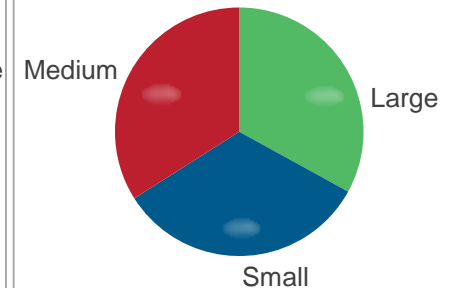
100% =



Number of contracts by buyer size¹

Number of active contracts

100% =



¹ Buyer size is defined as large (>US\$10 billion in revenue), medium (US\$5-10 billion in revenue), and small (<US\$5 billion in revenue)

Note: Based on contractual and operational information as on December 2014.

Source: Everest Group (2016)

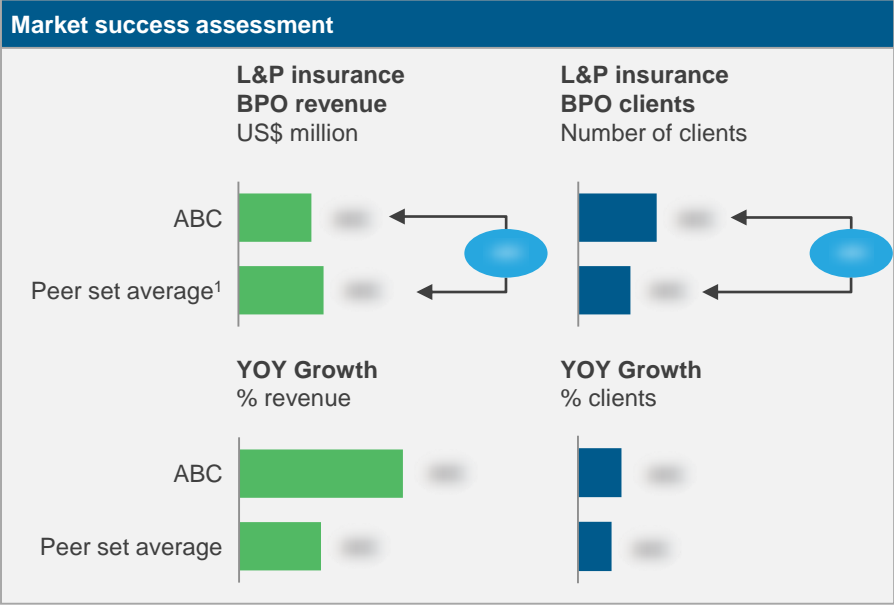
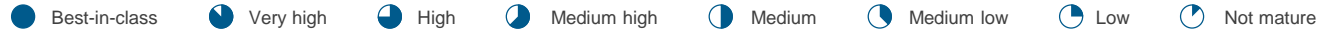
ABC (page 4 of 5)

L&P insurance BPO – technology solutions

Tools	XXX	XXX	XXX	XXX
Solution description	XXX	XXX	XXX	XXX
Year launched	XXX	XXX	XXX	XXX
Processes covered	XXX	XXX	XXX	XXX
Number of clients	XXX	XXX	XXX	XXX

ABC (page 5 of 5)

Everest Group assessment



Delivery capability assessment

Assessment dimension	Rating	Remarks
Scale	Medium high	XXX
Scope	High	XXX
Technology solutions & innovation	Best-in-class	XXX
Delivery footprint	Medium high	XXX
Buyer satisfaction	Best-in-class	XXX

- ### Strengths
- XXX
 - XXX
 - XXX
 - XXX
 - XXX
 - XXX
 - XXX
 - XXX
 - XXX

- ### Areas of improvement
- XXX
 - XXX
 - XXX
 - XXX
 - XXX
 - XXX
 - XXX
 - XXX
 - XXX

¹ Average based on 15 L&P insurance BPO service providers who participated in this particular research
 Source: Everest Group (2016)

BFSI BPO research calendar

Published Current

Topic	Release date
Mortgage BPO State of Market Report 2015 – Curve of Time to Meet Mortgage Again?	May 2015
Commercial Insurance BPO - Rise of Specialty Lines	May 2015
Home Equity Loans - The Next Frontier in Mortgage BPO?	May 2015
Mortgage BPO – Service Provider Landscape with PEAK™ Matrix Assessment 2015	May 2015
Banking Business Process Outsourcing in Europe - Poised for Primetime	May 2015
Banking BPO Annual Report 2015 – Heavy on Technology, Low on People – Future of Banking BPO	June 2015
Technology in BPS – Service Provider Profile Compendium 2015	June 2015
Capital Markets BPO – Service Provider Landscape with PEAK Matrix™ Assessment 2015	July 2015
Technology in Business Process Services (BPS) – The Pecking Order	August 2015
Capital Markets BPO Annual Report 2015 – Technology and analytics helping banks manage risk and compliance	August 2015
Banking BPO – Service Provider Landscape with PEAK Matrix™ Assessment 2015	August 2015
P&C Insurance BPO – Service Provider Landscape with PEAK Matrix Assessment 2015	September 2015
L&P Insurance BPO – Service Provider Landscape with PEAK Matrix Assessment 2015	October 2015
Insurance BPO – Annual Report 2015	October 2015
Banking BPO – Service Provider Profile Compendium 2015	November 2015
Capital Markets BPO – Service Provider Profile Compendium 2015	December 2015
P&C Insurance BPO – Service Provider Profile Compendium 2015	January 2016
Life and Pensions BPO Service Provider Profile Compendium 2015	February 2016

Additional BFSI BPO research references

The following documents are recommended for additional insight on the topic covered in this report. The recommended documents either provide additional details on the topic or complementary content that may be of interest:

1. **Insurance BPO – Annual Report 2015: RPA and Analytics Powering the Next Wave of Expansion** ([EGR-2015-11-R-1598](#)); 2015. This report examines the global P&C insurance BPO market and its service provider landscape. It provides detailed analysis of the capabilities and market performance of service providers and their relative position on the Everest Group PEAK Matrix. It will assist key stakeholders (insurance providers, service providers, and technology providers) understand the current state of the P&C insurance BPO service provider landscape
2. **Life and Pensions Insurance BPO – Service Provider Landscape with PEAK Matrix™ Assessment 2015** ([EGR-2015-11-R-1585](#)); 2015. This report uses Everest Group's proprietary PEAK Matrix to assess and rate service providers for life and pensions insurance BPO on their market success and various dimensions of their delivery capabilities. It also highlights the key emerging trends in the L&P insurance BPO market and the key implications for buyers and service providers
3. **Property and Casualty Insurance BPO – Service Provider Landscape with PEAK Matrix™ Assessment 2015** ([EGR-2015-11-R-1543](#)); 2015. This report uses Everest Group's proprietary PEAK Matrix to assess and rate service providers for property and casualty insurance BPO on their market success and various dimensions of their delivery capabilities. It also highlights the key emerging trends in the P&C insurance BPO market and the key implications for buyers and service providers
4. **Commercial Insurance BPO – Rise of specialty Lines** ([EGR-2015-11-R-1443](#)); 2015. This report assists key stakeholders (buyers, service providers, and technology providers) in understanding the changing dynamics of the Insurance BPO market and emergence of specialty lines. It also helps them identify the recent trends and future outlook. This report covers trend of BPO adoption in commercial insurance, drivers for the growth of adoption, variation of adoption across various models, key characteristics of specialty insurance buyer and contracts along with role of automation in commercial insurance BPO

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About Everest Group

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