



Life and Pensions Insurance BPO Service Provider Profile Compendium 2016

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

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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 full report is included in the following subscription(s)
 - **BFSI¹ Business Process**
- In addition to published research, a subscription may include analyst inquiry, data cuts, and other services
- **If you want to learn whether your organization has a subscription agreement or request information on pricing and subscription options, please contact us**



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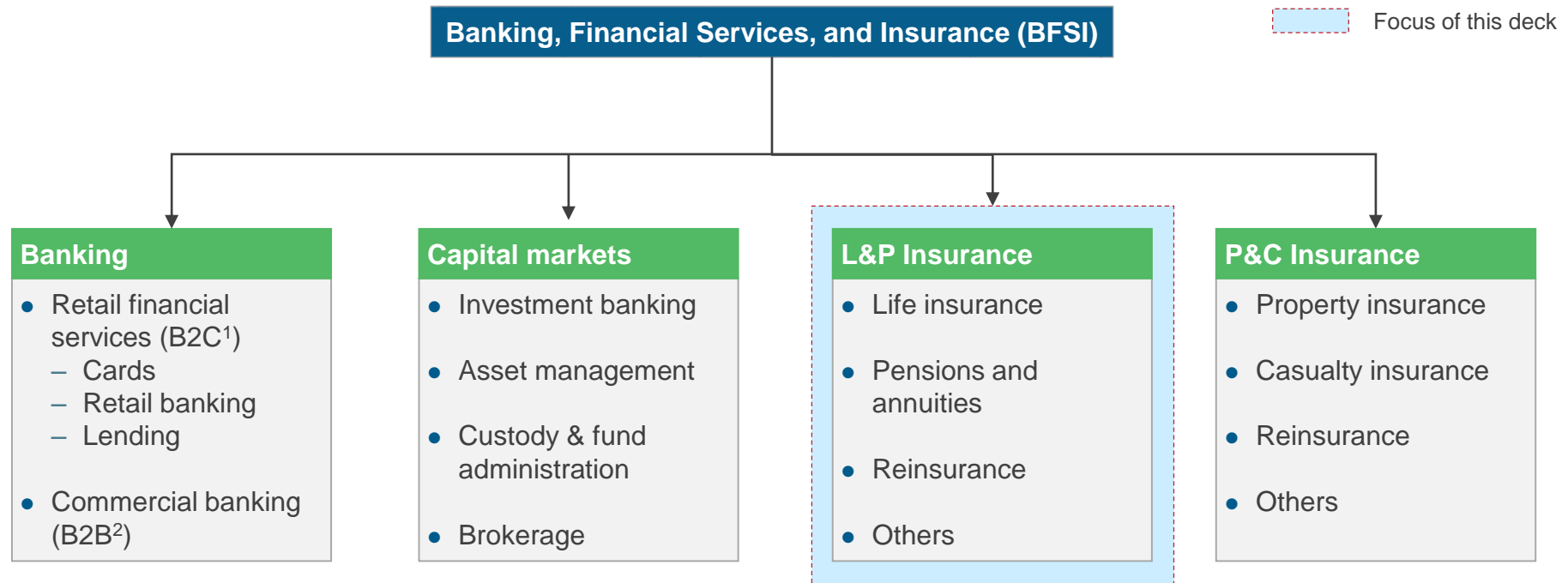
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¹ Banking, financial services, and insurance

Everest Group's definition of BFSI includes the following four segments. This report focuses on the L&P insurance segment



- There are multiple operating-model alternatives, ranging from internal shared services / Global In-house Centers (GICs) to third-party outsourcing. This report primarily focuses on third-party models
- This report focuses on L&P insurance BPO. Health insurance BPO is not covered in this report

1 Business-to-Consumer relationships

2 Business-to-Business relationships

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L&P insurance BPO – overview

Company overview

XXX

Key leaders

- XX XX

Headquarter: XX XX

Website: www.abc.com

	2013	2014	2015
Revenue (US\$ million)	XX	XX	XX
Number of FTEs	XX	XX	XX
Number of clients	XX	XX	XX

Recent acquisitions and partnerships

- XX XX
- XX XX

Suite of services

- XX XX
- XX XX

Recent developments

- XX XX
- XX XX

Source: Everest Group (2016)

L&P insurance BPO – key delivery locations



Source: Everest Group (2016)

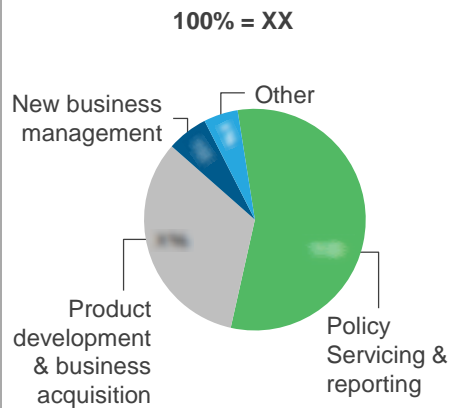
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L&P insurance BPO – capabilities and key clients

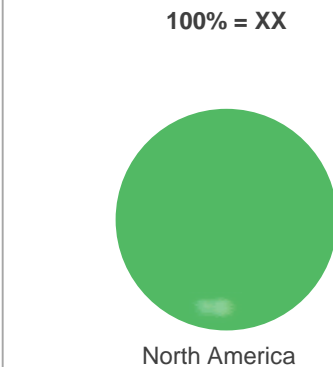
Key L&P insurance BPO engagements

Client name	Region	Client since year
XX XX	United States	2006
XX XX	United States	2015
XX XX	United States	2010
XX XX	United States	2012
XX XX	United States	2008
XX XX	United States	2005

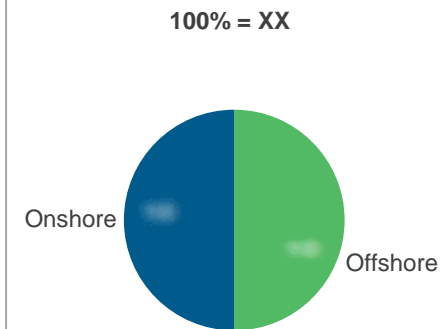
L&P insurance BPO FTE mix by processes covered
FTEs in numbers



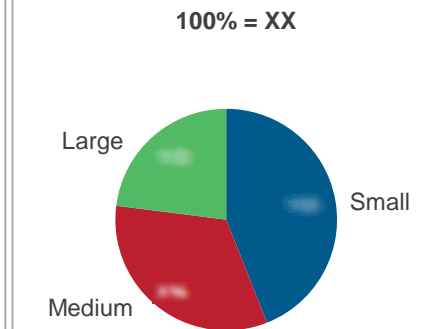
L&P insurance BPO revenue mix by geography
Revenue in US\$ million



L&P insurance BPO FTE split by delivery location
FTEs in numbers



L&P insurance BPO revenue mix by buyer size
Revenue in US\$ million



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 2015

Source: Everest Group (2016)

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L&P insurance BPO – technology solutions/tools

Application	Processes served	Year launched	Description	No. of BPO clients
XXXXX	N/A ¹	2014	XXXXX	15+
XXXXX	N/A	2005	XXXXX	15+
XXXXX	N/A	2005-2012	XXXXX	15+
XXXXX	N/A	2005	XXXXX	15+
XXXXX	N/A	2005	XXXXX	15+

1 Not Available








Note: The above list is only illustrative and not exhaustive

Source: Everest Group (2016)

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Everest Group – assessment¹

Measure of capability:  Best-in-class  Very high  High  Medium high  Medium  Medium low  Low  Not mature

Delivery capability						Market success
Scale	Scope	Technology and innovation	Delivery footprint	Buyer satisfaction	Overall	
						

Strengths

- Its strong growth has made it one of the leading players in the L&P insurance BPO market in the United States in particular
- It has strong technological capabilities with end-to-end platform solutions, which enables its clients to develop and launch their products quickly
- Its client portfolio is well-balanced, with representation from all sizes of buyers

Areas of improvement

- Currently it caters only to North American clients. It should leverage its capabilities to venture into new geographies
- It must further expand its delivery footprint to cover other offshore and nearshore locations

¹ Based on contractual and operational information as of 2015
Source: Everest Group (2016)

BFSI BPO research calendar

Published Current

Topic	Release date
Risk Management – Looking Beyond the Transactions, Credit Leading the Way	March 2016
Banking BPO Service Provider Landscape with PEAK™ Matrix Assessment	June 2016
L&P Insurance BPO Service Provider Landscape with PEAK™ Matrix Assessment	June 2016
Capital Markets BPO Service Provider Landscape with PEAK™ Matrix Assessment 2016	July 2016
Life and Pensions Insurance BPO – Service Provider Landscape with PEAK Matrix™ Assessment 2016	August 2016
Banking BPO Annual Report	September 2016
P&C Insurance BPO Annual Report	September 2016
Life and Pensions Insurance BPO Service Provider Profile Compendium 2016	November 2016
Capital Markets BPO Annual Report	Q4 2016
L&P Insurance BPO Annual Report	Q4 2016
P&C Insurance BPO Service Provider Profile Compendium	Q4 2016
Wealth Management BPO	Q4 2016
Retail Banking BPO Service Provider Landscape with PEAK™ Matrix Assessment	Q4 2016
Banking BPO Service Provider Profile Compendium	Q4 2016
Capital Markets BPO Service Provider Profile Compendium	Q4 2016

Additional BFSI BPO research references

The following documents are recommended for additional insight into 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. Life and Pensions Insurance BPO – Service Provider Landscape with PEAK Matrix™ Assessment 2016** ([EGR-2016-11-R-1871](#)); 2016. This report examines the global L&P 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 L&P insurance BPO service provider landscape
- 2. Property and Casualty Insurance BPO – Service Provider Landscape with PEAK Matrix™ Assessment 2016** ([EGR-2016-11-R-1813](#)); 2016. 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
- 3. Insurance BPO Annual Report 2015: RPA and Analytics Powering the Next Wave of BPO Expansion** ([EGR-2015-11-R-1598](#)); 2015. This report provides an overview of the insurance BPO market, including adoption trends across geographies and insurance segments, key solution characteristics, service provider landscape, and areas of service investments
- 4. Life and Pensions Insurance BPO Service Provider Profile Compendium 2015** ([EGR-2016-11-R-1696](#)); 2016. This report provides accurate, comprehensive, and fact-based snapshots of 14 service providers in the market. Each five page service provider profile provides a comprehensive picture of that provider's service suite, scale of operations, technology solutions, and delivery locations; along with Everest Group's assessment of the provider

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About Everest Group

Everest Group is a consulting and research firm focused on strategic IT, business services, and sourcing. We are trusted advisors to senior executives of leading enterprises, providers, and investors. Our firm helps clients improve operational and financial performance through a hands-on process that supports them in making well-informed decisions that deliver high-impact results and achieve sustained value. Our insight and guidance empowers clients to improve organizational efficiency, effectiveness, agility, and responsiveness. What sets Everest Group apart is the integration of deep sourcing knowledge, problem-solving skills and original research. Details and in-depth content are available at www.everestgrp.com.

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