



Property and Casualty (P&C) Insurance BPO – Service Provider Profile Compendium 2018

Insurance - Business Process Outsourcing (BPO)

Market Report – June 2018: Complimentary Abstract / Table of Contents

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- Price book
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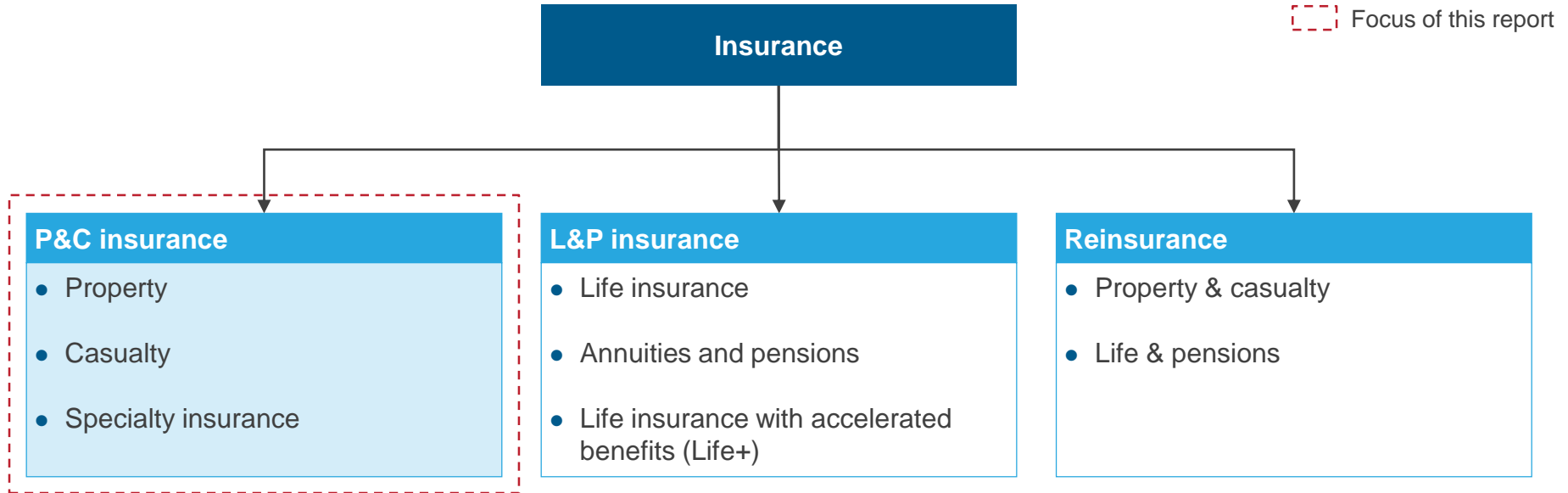
Custom research capabilities

- 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

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Everest Group's definition of insurance 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 BPO within the P&C insurance space. It does not include coverage of horizontal business processes such as F&A, HR, procurement, and contact centers
- Health insurance BPO is not covered in this report

1 Business-to-Consumer relationships
2 Business-to-Business relationships

Overview and abbreviated summary of key messages (page 1 of 2)

This report provides accurate, comprehensive, and fact-based snapshots of 12 major P&C insurance BPO service providers. 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. The compendium also sheds light on the global P&C insurance BPO service provider landscape covering 18 service providers – Accenture, Capgemini, Capita, Cognizant, Conduent, DXC Technology, EXL, Genpact, HCL, Infosys, Intelenet, NIIT Technologies, Shearwater Health, Sutherland Global Services, Syntel, TCS, Tech Mahindra, and WNS

Some of the findings in this report, among others, are:

P&C insurance BPO service provider landscape snapshot

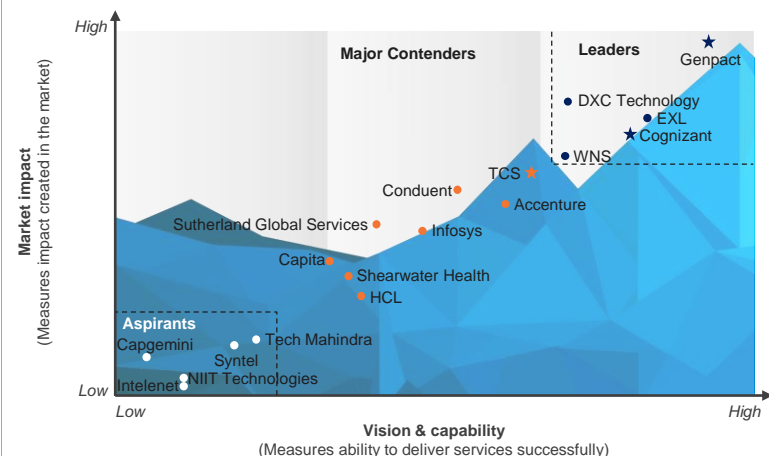
- Everest Group classifies the P&C insurance BPO service provider landscape into Leaders, Major Contenders, and Aspirants on the Everest Group PEAK Matrix
- Service providers are positioned on the PEAK Matrix based on evaluation across two key dimensions – Market impact and Vision & Capability
- Additionally, Everest Group confers the “Star Performers” title on the providers that demonstrate the strongest forward movement over time on the PEAK Matrix
- P&C insurance BPO service provider landscape snapshot includes:
 - Everest Group PEAK Matrix – 2018 P&C Insurance BPO market positions
 - Assessment of P&C insurance BPO service providers' market impact and vision & capability – Leaders
 - Assessment of P&C insurance BPO service providers' market impact and vision & capability – Major Contenders
 - Assessment of P&C insurance BPO service providers' market impact and vision & capability – Aspirants

Profiles of P&C insurance BPO Leaders, Major Contenders, and Aspirants

- Each service provider profile captures the following P&C insurance BPO-specific details:
 - Service suite and scale of operations: Includes key leaders, service suite, FTEs, revenue, and recent developments
 - Delivery locations: Includes city-level detail of key delivery locations across the world
 - Capabilities and clients: Includes major engagements, revenue split by geography, FTE split by process coverage & location, and number of contracts by buyer size
 - Technology solutions: Includes brief profiles of key technology solutions
 - Everest Group assessment: Includes the position of the service provider on the Everest Group PEAK Matrix, market share & delivery capability assessment, and overall remarks on the capabilities of the service provider

This study offers four distinct chapters providing a deep dive into key aspects of the P&C insurance BPO market; below are four charts to illustrate the depth of the report

Everest Group PEAK Matrix™ P&C insurance BPO 2018



Capability assessment

ILLUSTRATIVE EXAMPLE

Measure of capability: ● High ○ Low

Service provider	Market impact				Vision & capability				
	Market adoption	Portfolio mix	Value delivered	Overall	Scope of services offered	Innovation and investments	Delivery footprint	Vision and strategy	Overall
Service provider 1	●	○	○	○	○	○	○	○	○
Service provider 2	○	○	○	○	○	○	○	○	○
Service provider 3	○	○	○	○	○	○	○	○	○
Service provider 4	○	○	○	○	○	○	○	○	○
Service provider 5	○	○	○	○	○	○	○	○	○
Service provider 6	○	○	○	○	○	○	○	○	○
Service provider 7	○	○	○	○	○	○	○	○	○
Service provider 8	○	○	○	○	○	○	○	○	○
Service provider 9	○	○	○	○	○	○	○	○	○

Mix of digital technology leveraged by consumer banks



Everest Group's remarks on service providers

ILLUSTRATIVE EXAMPLE

Measure of capability: ● High ○ Low

Market impact				Vision & capability				
Market adoption	Portfolio mix	Value delivered	Overall	Scope of services offered	Innovation and investments	Delivery footprint	Vision and strategy	Overall
●	●	●	●	●	○	○	○	○

Strengths

- Service provider 1, has a robust delivery presence in Asia Pacific with multiple delivery centers in India, Australia, the Philippines, and China, enabling it to service client requirements efficiently
- It has a good number of multi-country as well as single-country clients across the world

Areas of improvement

- Service provider 1 should increase offerings of value-added services such as employer branding, talent communities and workforce planning
- It should try to expand into larger multi-country deals and also scout for engagements in other Asia Pacific markets to strengthen its presence in the region

Research calendar – Insurance BPO

Published
 Planned
 Current release

Flagship Insurance BPO reports

Release date

Life and Pensions Insurance BPO – Service Provider Landscape with PEAK Matrix™ Assessment 2017	September 2017
L&P Insurance BPO – Annual Report 2017	November 2017
Life and Pensions (L&P) Insurance BPO – Service Provider Profile Compendium 2018	December 2017
Property and Casualty (P&C) Insurance BPO – Service Provider Landscape with Services PEAK Matrix™ Assessment 2018	March 2018
Property and Casualty (P&C) Insurance BPO Annual Report	Q2 2018
TPA Services Market Report with PEAK Matrix™ Assessment 2018	Q2 2018

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June 2018

Life and Pensions (L&P) Insurance BPO Service Provider Landscape with PEAK Matrix™ Assessment	Q3 2018
Life and Pensions (L&P) Insurance BPO Annual Report	Q4 2018
Life and Pensions (L&P) Insurance BPO Service Provider Compendium 2018	Q4 2018

Thematic Insurance BPO reports

Rise of automation in P&C insurance	January 2017
Insurers' Guide to the World of TPAs and BPOs	August 2017
Evolution of Annuities Market in the Digital Age	October 2017
U.S. Workers' Compensation Industry: Changing Third-Party Outsourcing Models	October 2017
Reinventing Usage-based Insurance with Telematics, Mobility, and Analytics	March 2018
Blockchain in P&C Claims – What Insurers Need to Know and How Can They Unlock Potential	Q3 2018

Note: For a list of all of our Insurance BPO reports, please visit the [Insurance BPO](#) page on our reports portal

Additional Insurance 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. **Reinventing Usage-based Insurance with Telematics, Mobility, and Analytics** ([EGR-2018-28-R-2582](#)); 2018. This report centers around the Usage-based Insurance (UBI) market dynamics with special focus on its eligibility in P&C auto insurance service line. The enabling technologies for UBI have significantly evolved and alongside this, the supplier ecosystem keeps on expanding as well. With this report, insurers, BPO service providers, telematics service providers, and other active entities in the UBI market get a current as well as future view of the evolution of UBI market
2. **Life and Pensions Insurance BPO: Move or Miss – Innovation, Execution, and Adoption of Digital Insurance** ([EGR-2017-11-R-2422](#)); 2017. This is the annual report for L&P Insurance BPO and provides an overview of the L&P insurance BPO market, including adoption trends across geographies in market size and growth, demand drivers, key solution characteristics, service provider landscape, areas of service investments, and future outlook
3. **Insurers' Guide to the World of TPAs and BPOs** ([EGR-2017-11-V-2296](#)); 2017. This viewpoint provides detailed understanding of the TPA space, engagement models, coverage of insurance segments, and regulatory & licensing requirements in key geographies. The paper also examines how TPAs are differentiated from BPOs, and how the diminishing degree of differences between them is making their coexistence more dynamic. Further, it helps insurers in understanding the appropriateness of outsourcing service providers based on outsourcing drivers
4. **Property and Casualty (P&C) Insurance BPO Annual Report Assessment 2017** ([EGR-2017-11-R-2235](#)); 2017. This report provides an overview of the P&C insurance BPO market, including adoption trends across geographies in market size and growth, demand drivers, key solution characteristics, service provider landscape, areas of service investments, and future outlook

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About Everest Group

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