Insurance Third Party Administrator (TPA) – Service Provider Landscape with Services PEAK Matrix™ Assessment 2018

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

EGR-2018-28-CA-2692

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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

Table of contents

Topic	Page no.
Background and methodology	**4**
Summary of key messages	**8**
Section I: Everest Group PEAK Matrix™ for Insurance TPA services	**11**
• Summary	12
• Insurance TPA PEAK Matrix	16
• Assessment of TPAs	17
Section II: Analysis of Insurance TPAs' market shares	**21**
• Summary	22
• Insurance TPA landscape	23
• Market shares by revenue	25
• Market shares by geography	26
• Market shares by Lines of Business	27
Section III: TPA comments	**28**
• Everest Group's remarks on TPAs	29
Appendix	**58**
• Glossary of key terms	59
• Insurance segments' value chains	60
• Research calendar	64
• References	65

Overview and abbreviated summary of key messages

This report examines the global insurance TPA market and its service provider landscape. It provides detailed analysis of the capabilities and market impact of TPAs and their relative position on the Everest Group PEAK Matrix. It will assist key stakeholders (insurers, TPAs, and technology providers) understand the current state of the insurance TPA landscape..

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

Everest Group PEAK Matrix for insurance TPA

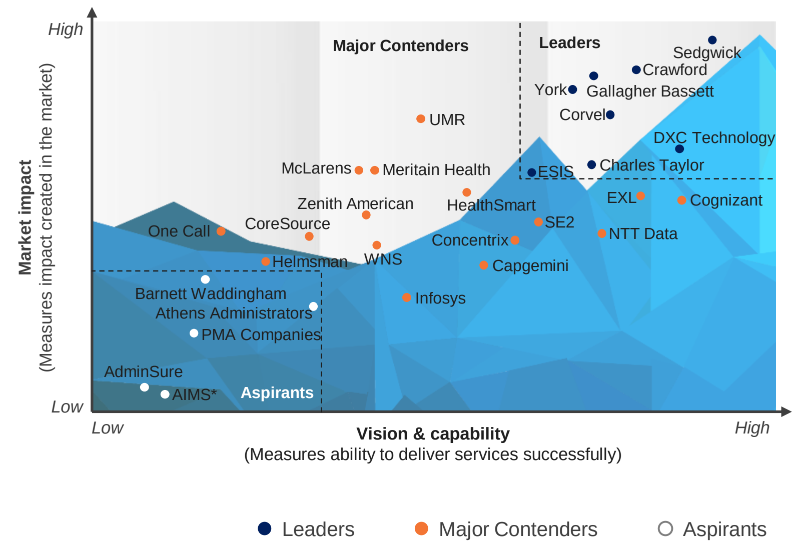
- Everest Group classified 29 insurance TPAs on the Everest Group PEAK Matrix into three categories of Leaders, Major Contenders, and Aspirants
- The 2018 insurance TPA PEAK Matrix positioning is as follows:
  - Leaders: Charles Taylor, Corvel, Crawford, DXC Technology, ESIS, Gallagher Bassett, Sedgwick, and York Risk Services
  - Major Contenders: Capgemini, Cognizant, Concentrix, CoreSource, EXL, Helmsman, HealthSmart, Infosys, McLarens, Meritain Health, NTT Data, One Call, SE2, UMR, WNS, and Zenith American
  - Aspirants: Acclamation Insurance Management Services (AIMS), AdminSure, Athens Administrators, Barnett Waddingham, and PMA Companies

Key insights on PEAK Matrix dimensions (not exhaustive)

- As both “Traditional TPAs” and “BPS-heritage TPAs” evolve, more head-on competition is expected going forward; “Traditional TPAs” need to up their game to protect their turf
- While there is high competitive intensity among TPAs, Crawford and Sedgwick are considerably ahead of the others in terms of market share
- While the insurance TPA landscape is quite consolidated in the United Kingdom, Europe, and Australia, it has a significant degree of fragmentation in North America
- “Traditional TPAs” lead the P&C, Workers’ Compensation, and Health insurance segments; “BPS-heritage TPAs” lead the L&P segment

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

Everest Group PEAK Matrix™ for insurance TPA services



Notes: Assessment for traditional TPAs, except for Crawford, excludes their inputs on this particular study and is based on Everest Group's estimates, which leverage Everest Group's proprietary Transaction Intelligence (TI) database, ongoing coverage of these TPAs, their public disclosures, and interaction with buyers

* Acclamation Insurance Management Services (AIMS)

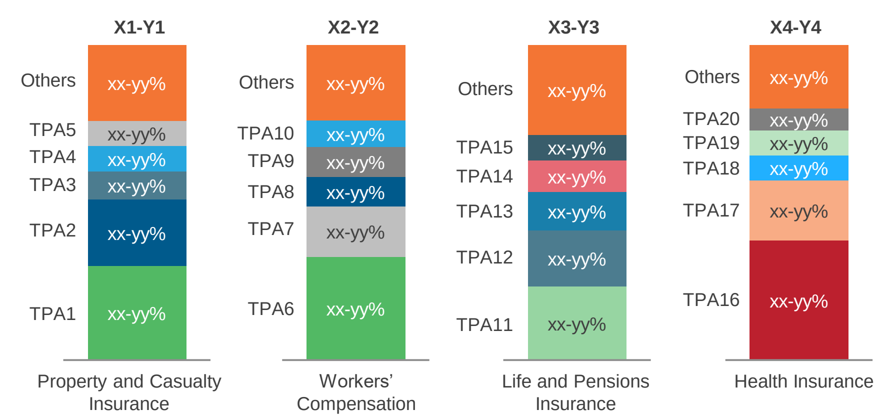
Capability assessment

ILLUSTRATIVE EXAMPLE **Measure of capability:** High Low

Service provider	Market impact			Vision & capability				
	Market adoption	Portfolio mix	Overall	Scope of services offered	Innovation and investments	Delivery footprint	Vision and strategy	Overall
TPA1								
TPA2								
TPA3								
TPA4								
TPA5								
TPA6								
TPA7								
TPA8								

Insurance TPA market shares by lines of business

Insurance TPA market shares by lines of business
January 1, 2018; Revenue in US$ billion



Research calendar – Insurance BPO

Published | Planned | Current release

Flagship Insurance BPO reports	Release date
L&P Insurance BPO – Annual Report 2017: Move or Miss – Innovation, Execution, and Adoption of Digital Insurance	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	June 2018
Property and Casualty (P&C) Insurance BPO Service Provider Profile Compendium 2018	June 2018
Insurance Third Party Administrator (TPA) – Service Provider Landscape with Services PEAK Matrix™ Assessment 2018	**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
The Future of Life Insurance and Annuities Operations	Q3 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 website page on our report 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. **Property and Casualty (P&C) Insurance BPO – Service Provider Landscape with Services PEAK Matrix™ Assessment 2018** (EGR-2018-28-R-2587); 2018. This report examines the global P&C insurance BPO market and its service provider landscape. It provides detailed analysis of the capabilities and market impact 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. **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

3. **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

4. **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

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