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RESEARCH

Property and Casualty (P&C) Insurance BPO – Service Provider Profile Compendium 2019

Insurance - Business Process Outsourcing (BPO)
Market Report – June 2019: Complimentary Abstract / Table of Contents

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  – Insurance - Business Process Outsourcing (BPO)
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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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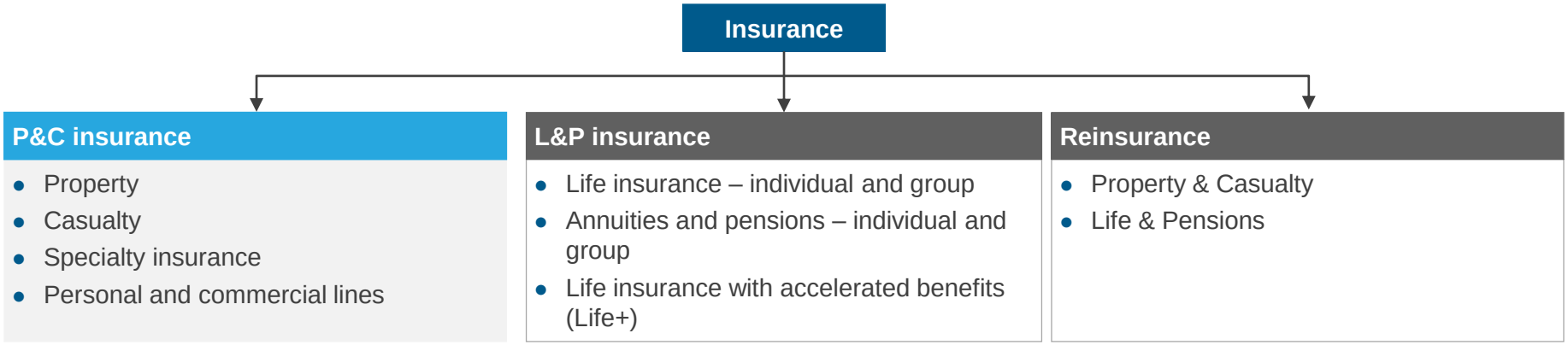
Everest Group's definition of insurance includes the following three segments

Focus of research



- 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 the vertical-specific BPO within the L&P insurance space. It does not include coverage of horizontal business processes such as F&A, HR, procurement, and contact center
- Health insurance BPO is not covered in this report

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

This report provides accurate, comprehensive, and fact-based snapshots of 9 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 26 service providers – Accenture, Atos Syntel, Capgemini, Capita, Cogneesol, Cognizant, Conduent, Covenir, DXC Technology, Exela Technologies, EXL, Genpact, HCL, Innovation Group, Infosys, Intelenet, MFX, Mphasis, NIIT Technologies, Patra Corp, ReSource Pro, Shearwater Health, Sutherland Global Services, 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 – 2019 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

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

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

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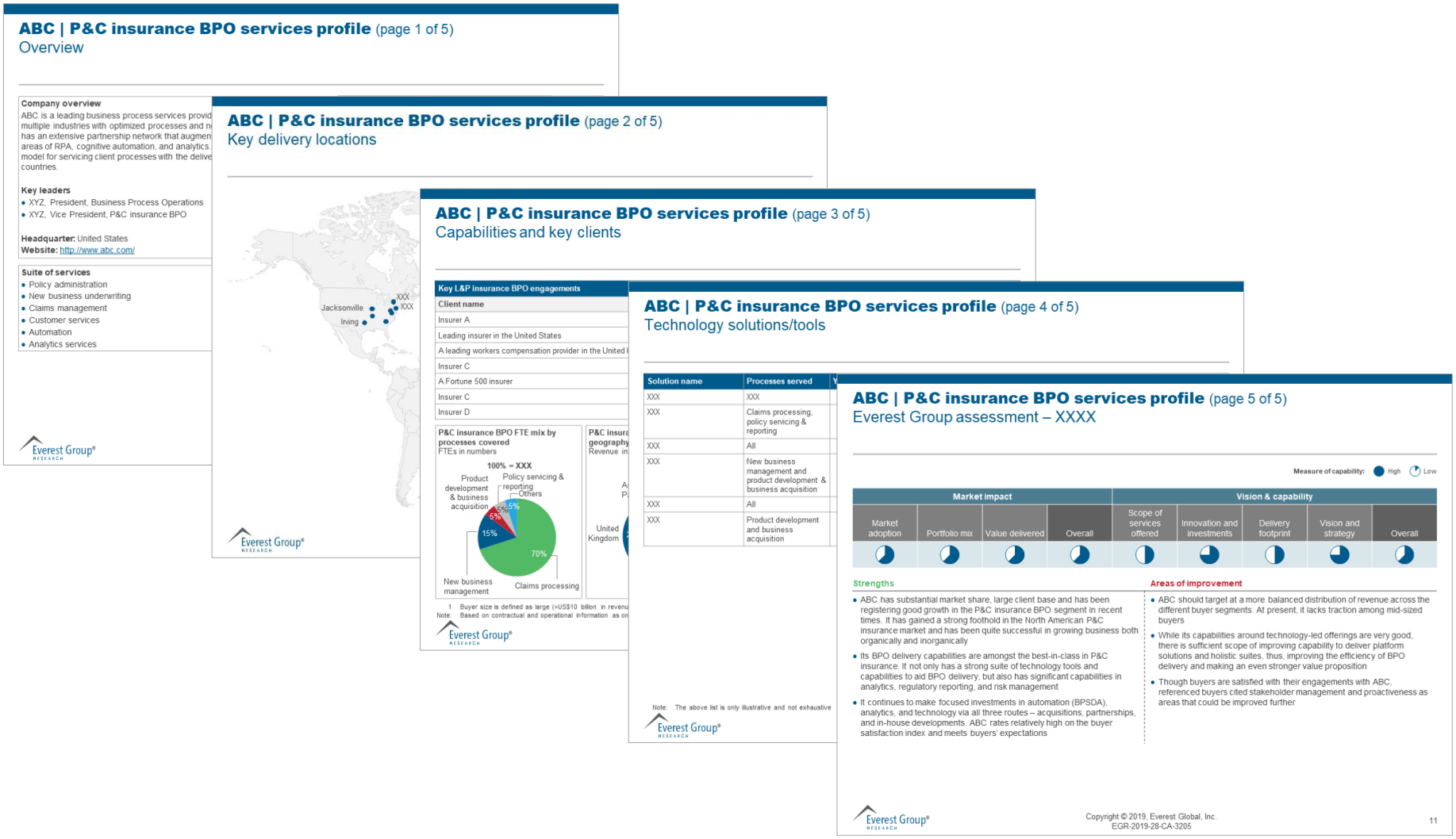
The P&C insurance BPO report covers over 20 service providers for the landscape/profiles/delivery capabilities etc. including Everest Group assessment



Research calendar – Insurance - Business Process Outsourcing (BPO)

Published | Planned | Current release

Flagship Insurance BPO reports	Release date
Property and Casualty (P&C) Insurance BPO – Service Provider Landscape with Services PEAK Matrix™ Assessment 2019	March 2019
Life and Pensions (L&P) Insurance BPO Annual Report 2019	May 2019
Property and Casualty (P&C) Insurance BPO: Annual Deal Trends Report 2019	June 2019
Property and Casualty (P&C) Insurance BPO Service Provider Profile Compendium 2019	**June 2019**
Property and Casualty (P&C) Insurance BPO Annual Report 2019	June 2019
Insurance Third Party Administrator (TPA) – Service Provider Landscape with Services PEAK Matrix™ Assessment 2019	Q3 2019
Property and Casualty (P&C) Insurance BPO Casebook 2019	Q3 2019
Life and Pensions (L&P) Insurance Third-Party Service Provider Landscape with PEAK Matrix™ Assessment 2019	Q3 2019
Life and Pensions (L&P) Insurance BPS Deal Trends Report 2019	Q3 2019
Life and Pensions (L&P) Insurance BPO Annual Report and Casebook 2019	Q4 2019
Analytics in Insurance - Third-Party Service Provider Landscape with PEAK Matrix™ Assessment 2019	Q4 2019

Thematic Insurance BPO reports	
Blockchain in P&C Claims – What Insurers Need to Know and How Can They Unlock Potential	Q3 2019
InsurTech – Trailblazers & the Market Implications	Q3 2019
Viewpoint on Insurance Third Party Administrator (TPA) market	Q3 2019
Viewpoint on the annuities market	Q4 2019

Note: For a list of all Insurance BPO reports published by us, please refer to our website page

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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. **The Future of Life Insurance & Annuities Operations** (EGR-2018-28-V-2785); 2018: This viewpoint provides detailed understanding of challenges that L&A insurers are facing, envisages the future of the L&A insurance operations at process and subprocess level, identifies the gaps between current and future states, challenges in addressing the gaps, and role of BPaaS in addressing challenges and becoming future-ready. It also helps insurers in understanding the specific attributes of BPaaS that can help in addressing the challenges they might be facing or state of operations they might desire
2. **Insurance - BPO – Buyers' Perception of the Service Providers' Ability to Deliver on their Expectations** (EGR-2018-28-R-3002); 2018: This report examines multiple aspects of insurance BPO service provider and buyer engagements to explain what matters to buyers, how satisfied they are, and how can service providers achieve differentiation in the market. The analysis is based on quantitative and qualitative insights generated from interviews and surveys of 130+ enterprises that have engagements with 20+ P&C and L&P insurance BPO service providers
3. **Property and Casualty (P&C) Insurance BPO – Service Provider Landscape with Services PEAK Matrix™ Assessment** (EGR-2019-28-R-3108); 2019: This report examines the global P&C insurance BPO market and its service provider landscape. It provides detailed analysis of the vision & delivery capabilities as well as 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
4. **Life and Pensions (L&P) Insurance BPO Annual Report: Digital a Potential Game-changer but Insurers Stuck in Legacy Mode** (EGR-2019-28-R-3155); 2019: This report examines the global L&P insurance market and covers market updates around product landscape, regulatory updates and implications, M&As, InsurTechs, and state of digital leverage in 2018. It will assist key stakeholders (L&P insurers, service providers, TPAs, and technology providers) to understand the changing dynamics of the L&P insurance market and the consequent implications, to be able to target the right investments

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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 empower 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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