Insurance Analytics and Insights (A&I) Third-party – Service Provider Compendium 2020

September 2020: Complimentary Abstract / Table of Contents

Our research offerings for global services

▶ **Market Vista™**
Global services tracking across functions, sourcing models, locations, and service providers – industry tracking reports also available

▶ Application Services	▶ Finance & Accounting
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▶ Customer Experience Management Services	▶ ITS | Life Sciences
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▶ Engineering Services	▶ Recruitment Process Outsourcing
▶ Enterprise Platform Services	▶ Service Optimization Technologies

Membership information

- This report is included in the following research program(s)
  – Insurance Business Process
- If you want to learn whether your organization has a membership agreement or request information on pricing and membership options, please contact us at **info@everestgrp.com**

More about membership

In addition to a suite of published research, a membership may include

- Accelerators™
- Analyst access
- Data cuts
- Pinnacle Model® reports
- PriceBook
- Virtual Roundtables
- Workshops

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

Contents

For more information on this and other research published by Everest Group, please contact us:

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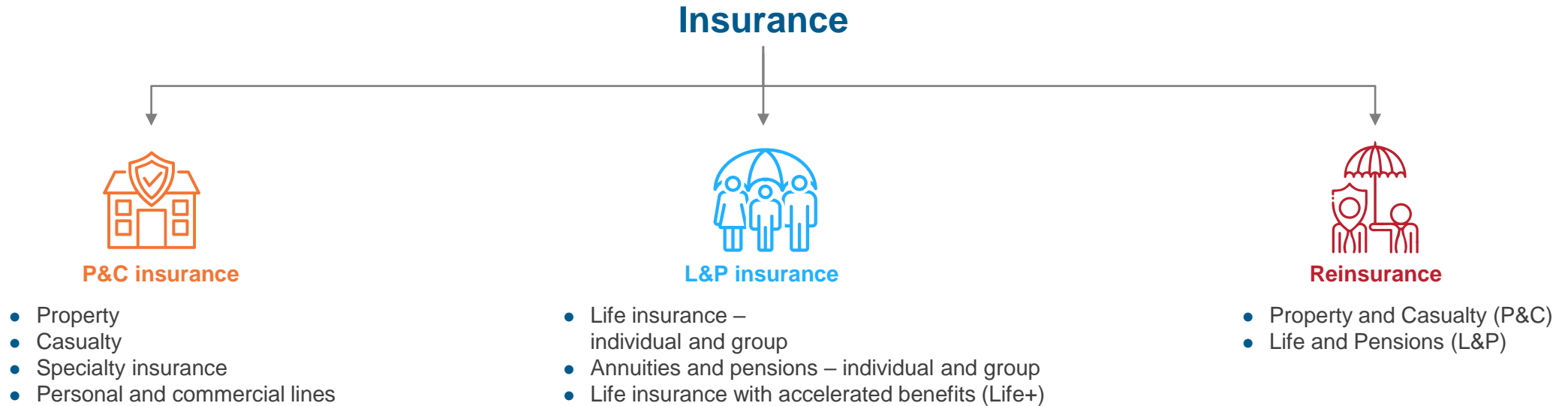
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Everest Group's definition of insurance includes the following three segments

Insurance

P&C insurance

- Property
- Casualty
- Specialty insurance
- Personal and commercial lines

L&P insurance

- Life insurance – individual and group
- Annuities and pensions – individual and group
- Life insurance with accelerated benefits (Life+)

Reinsurance

- Property and Casualty (P&C)
- Life and Pensions (L&P)

- 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 A&I services delivered across the overall insurance space. It does not include coverage of horizontal business processes such as Finance and Accounting (F&A), Human Resource (HR), procurement, and contact center

- Health insurance BPO is not covered in this report

Background and methodology of the research

In recent times, insurance Analytics & Insights (A&I) has emerged as a fast-growing, high-potential market. Insurance enterprises are looking beyond traditional data management services to focus on customer experience. To tap into the dynamically changing consumer needs of today and optimize their product portfolios with targeted offerings, insurers have started leveraging third-party support for analytics services. Service providers, in turn, have started investing in advanced analytics, in addition to visualization and reporting services.

In this research, we present detailed assessments of 17 insurance A&I service providers, based on their vision, capabilities, and market impact, and look at their relative positioning on the Everest Group PEAK Matrix® for Insurance A&I Services. Our assessment is based on Everest Group's annual RFI process for H2 2019, interactions with leading insurance A&I service providers, client reference checks, and an ongoing analysis of the insurance A&I services market.

This report features 11 insurance A&I service provider profiles, each of which includes:

- Relative positioning of 11 service provider on Everest Group's PEAK Matrix® for insurance A&I services
- Service provider capability assessment across key dimensions
- Service provider comments

Scope of this report:

Geography
Global

Service providers
Accenture, Bridgei2i, Capgemini, CGI, Cognizant, Conduent, DXC Technology, EXL, Genpact, Infosys, Mphasis, NTT DATA, Sutherland Global Services, TCS, Virtusa, WNS, and Xceedance

Services
The report covers vertical-specific A&I services within the insurance space and does not cover horizontal business processes, such as Finance and Accounting (F&A), Human Resource (HR), procurement, and contact center

The study provides detailed view of 11 insurance A&I service providers offerings & capabilities as well as key strengths & areas of improvement | Snapshots to illustrate the depth of report

Research calendar
Insurance Business Process

Flagship Insurance BPO reports	Release date
Property & Casualty (P&C) Insurance BPO Annual Report 2019: Combating New-age Risks – How Digital Helps	June 2019
Non-life Insurance Third Party Administrator (TPA) Landscape with Services PEAK Matrix® Assessment 2019	July 2019
Life and Pensions (L&P) Insurance BPO: Annual Deal Trends Report 2020	November 2019
Life and Pensions (L&P) Insurance BPO – Service Provider Profile Compendium 2019	December 2019
Life and Pensions (L&P) Insurance BPO Annual Report 2020: Escape Legacy and Embrace Digital through BPaaS	January 2020
Property and Casualty (P&C) Insurance BPO – Service Provider Landscape with Services PEAK Matrix® Assessment 2020	March 2020
Insurance Third Party Administrator (TPA) State of the Market Report	April 2020
Property and Casualty (P&C) Insurance BPO Service Provider Compendium 2020	May 2020
P&C Property & Casualty (P&C) Insurance BPO State of the Market 2020	June 2020
Insurance Analytics and Insights (A&I) Third-party Services PEAK Matrix® Assessment 2020	June 2020
Analytics and Insights (A&I) in Insurance Service Provider Compendium 2020	**September 2020**
Life and Pensions (L&P) Insurance BPO Service Provider Landscape with PEAK Matrix® Assessment 2020	Q3 2020

Thematic Insurance BPO reports	Release date
Blockchain in P&C Insurance Claims Processing – What Insurers Need to Know to Get Started on the Journey	September 2019
Building Insurance BPS Workforce of the Future	October 2019
InsurTech – Trailblazers & the Market Implications	December 2019

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

Everest Group®

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