

# Property and Casualty (P&C) Insurance Third-Party Administrator (TPA) Services Compendium 2021

December 2020: Complimentary Abstract / Table of Contents



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<ul style="list-style-type: none"> <li>▶ BPS   Insurance</li> </ul>	<ul style="list-style-type: none"> <li>▶ ITS   Healthcare</li> </ul>
<ul style="list-style-type: none"> <li>▶ Catalyst™</li> </ul>	<ul style="list-style-type: none"> <li>▶ ITS   Insurance</li> </ul>
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<ul style="list-style-type: none"> <li>▶ Digital Services</li> </ul>	<ul style="list-style-type: none"> <li>▶ Procurement</li> </ul>
<ul style="list-style-type: none"> <li>▶ Engineering Services</li> </ul>	<ul style="list-style-type: none"> <li>▶ Recruitment Process Outsourcing</li> </ul>
<ul style="list-style-type: none"> <li>▶ Enterprise Platform Services</li> </ul>	<ul style="list-style-type: none"> <li>▶ Service Optimization Technologies</li> </ul>

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  - [Insurance BPS](#)
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- 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

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## Background and methodology of the research

**Property & Casualty (P&C) Insurance Third-party Administrator Services Compendium 2021** provides accurate, comprehensive, and fact-based snapshots of 11 P&C insurance TPA service providers. It offers a detailed profile of each TPA service provider – with a comprehensive picture of its services suite, scale of operations, delivery capabilities, recent developments and investments, and technology solutions.

### Each service provider profile provides the following details:

- P&C insurance TPA services suite and scale of operations: overview of the firm, key leaders, services suite, revenue, and FTE trends
- P&C insurance TPA services portfolio and delivery capabilities: key client contracts, P&C insurance TPA revenue split by buyer size and FTE split by process, industry segment, and geography
- P&C insurance TPA innovation and investments: brief descriptions of key technology solutions and recent investments

### Scope of this report:



**Geography**  
Global



**Industry**  
P&C insurance



**Service providers**

Sedgwick, Crawford, Gallagher Bassett, CorVel, Charles Taylor, ESIS, Helmsman, Genpact, McLarens, Athens Administrator, and PMA Companies



# The report has 11 TPA profiles providing a deep dive into key aspects of P&C insurance TPA market; below are the snapshots of provider's profile to illustrate the depth of the report

## Company overview | P&C insurance TPA profile

### Company overview

Gallagher Bassett is a provider of risk and claims management services including specialty solutions, environmental consulting and construction services, and risk analytics services. It employs 6,500+ associates across the US, Canada, UK, Australia, and New Zealand. It caters to a range of clients such as insurance carriers, brokers, corporate entities, public institutions, and captive associations. It has developed an analytics platform through strategic partnerships and dedicated in-house claims solutions.

### Key leaders

- Scott Hudson, President & Chief Executive Officer
- Mike Hessler, Chief Executive Officer, North America
- Jon Winsbury, Executive Vice President, GB International
- Russ Pass, Chief Technology and Information Officer
- Rob Blasio, Managing Director, GB Specialty
- Jim Bond, Chief Financial Officer

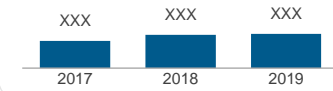
Headquarter: Chicago, Illinois, United States

Website: <https://www.gallagherbassett.com/>

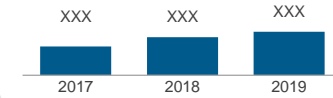
### Suite of services

- **Claims management:** Services and solutions for workers' compensation, general liability, auto liability, professional liability, property, and medical management (GBCARE). Industries include transportation, retail, food services, government, education, manufacturing, hospitality, construction, and healthcare
- **Specialty:** Liability claims services that benefit from an added layer of expertise compared with the core claims services. Services include cyber, construction, product liability, transportation, healthcare, and professional liability
- **Technical:** Ancillary services within the claims management supply such as environmental health and safety, loss adjusting, manufacturing and industrial hygiene, forensic investigation, catastrophe response, and building sciences support
- **Consulting:** Consultative services such as assessment services for hazard survey, safety audit, risk elimination, behavior-based safety systems to mitigate risk, emergency response, crisis planning, employment practices liability, and training and education
- **Technology & analytics:** Claims management systems specialized by line of coverage that includes Waypoint predictive models to drive decision-making, LUMINOS analytics platform for end-to-end risk management, SMART benchmarking for apples-to-apples comparison of results across companies, company locations, and claims management service provider

Revenue  
In US\$ million



Scale  
Number of FTEs



## Key engagements

### Key engagements

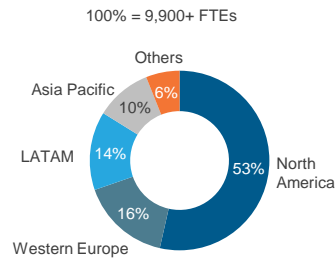
Client	Region	Description
Client A	Europe	Providing maintenance and repair consulting services to the aircraft maintenance workshop for efficient recovery of components
Client B	US	TPA offers comprehensive loss adjusting services by leveraging its licensed aviation adjusters
Client C	US	TPA provides loss adjusting and claims management services to reduce expenditure by identifying fraudulent claims
Client C	US	Catastrophe response and loss mitigation services are provided by TPA

## Delivery capabilities

%split ■ >40% ■ 10-40% ■ <10%

P&C insurance TPA services FTE mix by processes covered	P&C insurance TPA services FTE mix by industry segments	P&C insurance TPA services revenue mix by buyer size¹
<ul style="list-style-type: none"> <li>Product development &amp; business acquisition</li> <li>New business management</li> <li>Policy servicing &amp; reporting</li> <li>Network and care management</li> <li>Claims processing</li> </ul>	<ul style="list-style-type: none"> <li>P&amp;C</li> <li>Workers' compensation</li> <li>L&amp;P</li> <li>Healthcare</li> </ul>	<ul style="list-style-type: none"> <li>Small</li> <li>Medium</li> <li>Large</li> </ul>

P&C insurance TPA services FTE mix by delivery location



## Innovation and investments

Application	Processes covered	Description
Tool A	Claims analytics	Mobile-enabled tool that can help generate risk management reports, analyze loss trends, and obtain claims information for informed decision-making
Tool B	Claims forecasting	Tool B is a proprietary claims system for forecasting claims and financial data for small and large-scale catastrophic events

### Recent developments

- **2020:** Expanded geographically into Asia by establishing a subsidiary ABC
- **2020:** Partnered with ABC to support adjusters and independent contractors with property measurement and 3-D modeling services

# Research calendar

## Insurance BPS

■ Published
 ■ Planned
 ■ Current release

### Flagship insurance BPO reports

	Release date
Non-life Insurance Third-party Administrator (TPA) Landscape with Services PEAK Matrix® Assessment 2019	July 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
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	September 2020
Life and Pensions (L&P) Insurance BPO – Service Provider Profile Compendium 2021	November 2020
<b>Property &amp; Casualty (P&amp;C) Insurance Third-party Administrator (TPA) Services Compendium 2021</b>	<b>December 2020</b>
Life and Pensions (L&P) Insurance BPO State of the Market 2021	Q1 2021

### Thematic insurance BPO reports

	Release date
Building Insurance BPS Workforce of the Future	October 2019
Insurtech – Trailblazers & the Market Implications	December 2019
Implementing a Digitally Integrated Operations Model	September 2020

Note: For a list of all of our published Insurance BPS reports, please refer to our [website page](#)



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