



Capita Life Insurance BPO

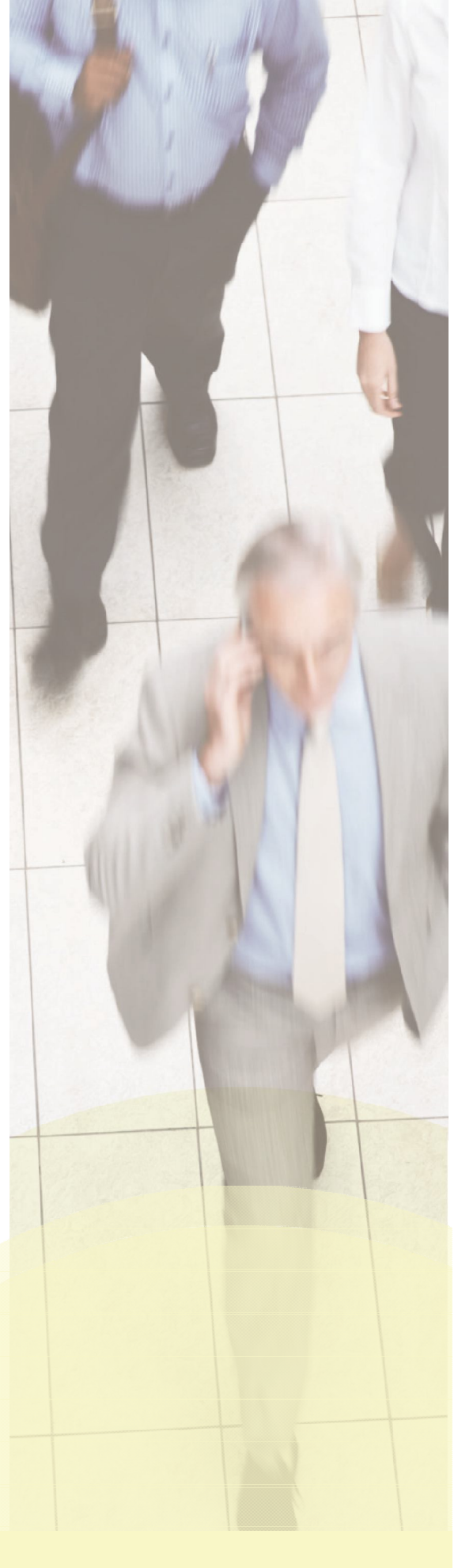
Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's life insurance Vendor Assessment for Capita is a comprehensive assessment of Capita's life insurance offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of life, annuities, investments and pensions services and identifying vendor suitability within this space
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the BPO services sector.

Key Findings & Highlights

This NelsonHall vendor assessment analyzes Capita's offerings and capabilities in life insurance BPO. Capita is one of a number of life insurance BPO companies analyzed in NelsonHall's comprehensive industry analysis programs.

Capita entered the U.K. L&P space with a contract win from Lincoln Financial Services in 2002. It has since gone on to win a number of significant deals, including a £300m, 10-year contract with Zurich in 2006 and a £722m, 15-year contract with Prudential in 2008. Capita administers 24.8m L&P policies, the majority of which are closed. L&P offerings include core administration value added and expert functions, operational planning and control, oversight and governance and operational IT and transformation. Services are delivered using a combination of the client's platform and Capita's platform solutions.

Capita is seeking opportunities with medium/large L&P businesses for which it can provide specialist services. Capita is also looking to support life companies who are trying to break into new markets. Europe is of particular interest to Capita, especially in light of the recent opening of a nearshore delivery center in Poland.

Capita is also looking to standardize platform technology.

Scope of the Report

The report provides a comprehensive and objective analysis of Capita's life insurance BPO offerings, capabilities, and market and financial strength, including:

- Analysis of the company's offerings and key service components
- Revenue estimates
- Identification of the company's strategy, emphasis and new developments
- Analysis of the profile of the company's customer base, including the company's targeting strategy and examples of current contracts
- Analysis of the company's strengths, weaknesses and outlook.



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Report Length

12 pages

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Life Insurance BPO Vendor Assessments:

Forthcoming: EXL Service, Steria, Serco, TSC and WNS.