



# **Dell Life Insurance BPO**

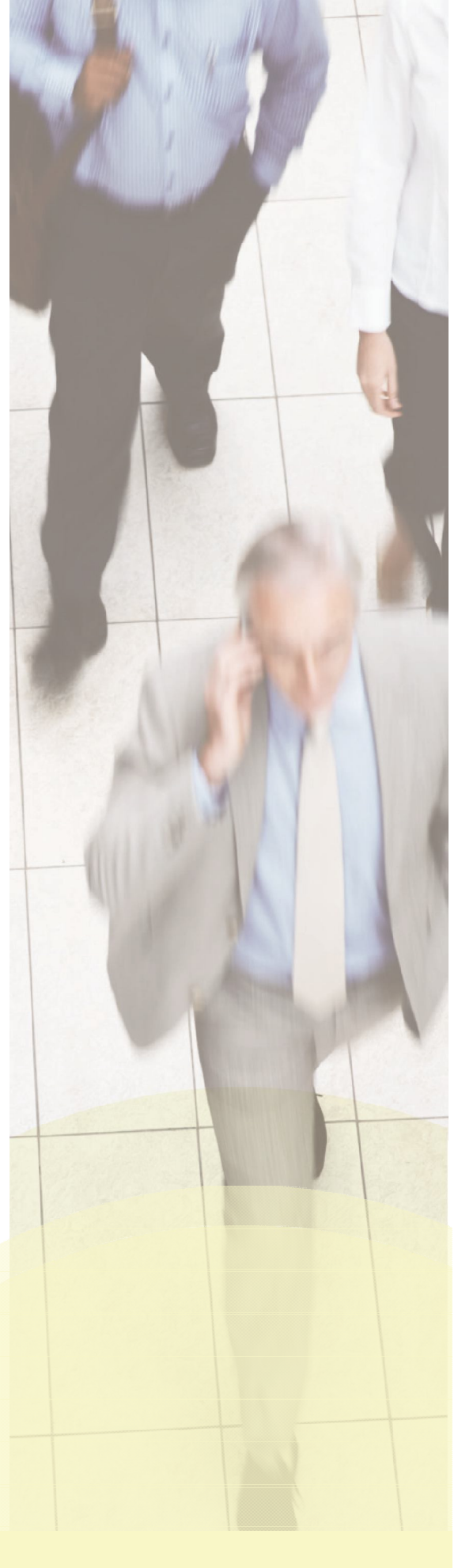
**Vendor Assessment  
Report Abstract**

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**12 pages**

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## Who Is This Vendor Assessment For?

NelsonHall's life insurance Vendor Assessment for Dell is a comprehensive assessment of Dell'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 Dell's offerings and capabilities in life insurance BPO. Dell is one of a number of life insurance BPO companies analyzed in NelsonHall's comprehensive industry analysis programs.

Dell entered the LA&P BPO market following its acquisition of Perot Systems, which brought with it two life insurance BPO contracts: Erie Family Life and Fidelity & Guaranty Family Life.

Dell has ~1,200 FTEs working in LA&P BPO and supports clients from four global centers. Approximately 2.5m policies are administered by Dell, using its in-house administration platform: LifeSys.

Dell has made enhancements to its Life BPO services in areas including: combined billing, STP, Six Sigma and offshoring.

Going forward, Dell is increasingly looking to target open-block contracts and is in discussions with organizations in the U.S and Europe.

## Scope of the Report

The report provides a comprehensive and objective analysis of Dell'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.