



Business Process Services in the Property & Casualty Insurance Sector: 2016

**Market Analysis
Report Abstract**

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Who Is This Report For?

NelsonHall's "Business Process Services in the Property & Casualty Insurance Sector: 2016" report is a comprehensive market assessment report designed for:

- Sourcing managers investigating sourcing developments within the property & casualty insurance sector
- Vendor marketing, sales and business managers developing strategies to target business process services (BPS) opportunities within the property & casualty insurance sector
- Financial analysts and investors specializing in the IT services and BPS sector

Scope of the Report

The report is based on interviews with executives in the property & casualty insurance sector in the U.S., U.K., Continental Europe, and Asia Pacific.

The report analyzes the worldwide market for business process services (BPS or BPO) within the property & casualty insurance sector and addresses the following questions:

- What are the principal business issues faced by organizations in the property & casualty insurance sector?
- What operational initiatives and enhancements are planned by organizations in the property & casualty insurance sector?
- How suitable are their current processes perceived to be to support their future business requirements by executives in the property & casualty insurance sector?
- How satisfied are companies in the property & casualty insurance sector with the current delivery of BPS services?
- How would executives in the property & casualty insurance sector like to see BPS services improved?
- What shifts in sourcing policy are expected by executives in the property & casualty insurance sector over the next three years?
- Which approaches to BPS are favored by executives in the property & casualty insurance sector?
- How do companies in the property & casualty insurance sector expect their spend on BPS services to change over the next three years?
- Which processes will companies in the property & casualty insurance sector seriously evaluate for BPS/BPO in the near future?



Key Issues & Highlights

Globally, property & casualty companies largely expect the rate of change to be reduced or unchanged over the next three years. Accordingly, the majority of property & casualty companies will focus on run-the-business initiatives to improve their current operations rather than change-the-business initiatives to introduce new business models.

The principal business issues identified unprompted by executives within property & casualty firms were the high cost of administration, particularly customer administration, the rising cost of marketing and the need to improve their return on marketing, a lack of investment expertise and difficult investment markets, and the rising cost of compliance. The need to address these issues is creating BPS opportunities in a number of process areas.

However, if BPS vendors are to take advantage of these opportunities, then they need to enhance their service delivery for P&C firms, which needs to evolve to meet changing expectations in the industry.

This report identifies the key areas of dissatisfaction of P&C companies with their current processes, the strength of BPS buying sentiment by process, and the new models of BPS service delivery expected by the market.

Contents

| | |
|----|--|
| 1. | Introduction |
| 2. | Executive Summary |
| 3. | Market Forecast & Vendor Market Shares |
| 4. | Key Business Issues & Initiatives |
| 5. | Operations Satisfaction & Pain Points |
| 6. | Current Satisfaction with BPS Service Delivery & Acceptance of New Delivery Models |
| 7. | BPS Purchasing and Spend Intentions |
| 8. | Changing Contractual Approaches |

Report Length

117 pages, consisting of 8 chapters

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