



Life, Annuities, and Pension: Operation Transformation

DXC Technology

Report Abstract

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9 pages

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Who is This Vendor Assessment For?

NelsonHall's life, annuities, and pension operation transformation profile on DXC is a comprehensive assessment of DXC's offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of digital services and life, annuities and pension operation transformation services and identifying vendor suitability for RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the life, annuities, and pension operation transformation sector.

Key Findings & Highlights

DXC provides a full complement of traditional BPO, BPS, and BPaaS services to life, annuities, and pension carriers in new business setup, customer administration and policy servicing, distribution support in licensing and appointments, and distribution compensation and commissions. Additional services include BPO and BPS support in acquisitions, transition services for closed blocks, unit value pricing and trading, policy conversions and system consolidations.

DXC's proprietary cloud-enabled suite of solutions, DXC Assure for Life and Wealth, is utilized on BPO engagements and is offered to clients in BPS and BPaaS engagements in addition to other proprietary solutions. The modular solutions are designed with region-specific capabilities for implementation in carriers across the Americas, Europe, and the Asia Pacific. DXC Assure modules include DXC Assure Product, DXC Assure New Business, DXC Assure Policy, DXC Assure Claims, and DXC Assure Billing. DXC solutions are implemented in conjunction with partnered solutions across the end-to-end life, annuities, and pension operations transformation value chain.

DXC offers BPaaS service models to carriers in each key business function for open and closed blocks. For closed blocks, DXC assists in processing and transitioning from legacy systems. Open blocks are assisted with new business setup and distribution. DXC offers RPA and AI-enabled tools, self-service functionality, mobile applications and contact center services through its proprietary platforms and partnered solutions.

Scope of the Report

The report provides a comprehensive and objective analysis of DXC’s life, annuities and pension operation transformation services offerings and capabilities, and market and financial strengths, including:

- Identification of the company’s strategy, emphasis, and new developments
- Analysis of the company’s strengths, weaknesses, and outlook
- Revenue estimates
- 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 offerings and key service components
- Analysis of the company’s delivery organization, including the location of delivery locations.

Healthcare Payer BPS Managing Effectiveness Services Vendor Assessments also Available for:

- Atos
- EXL
- Infosys
- Kane
- Se2
- TCS
- WNS

About The Author

Ashley is a market analyst with global responsibility for NelsonHall's Healthcare Payer and Insurance BPS research programs.

Ashley supports both buyers and sellers of healthcare payer and insurance BPS services as they develop and execute their business strategies, operations, and go-to-market approaches.

Ashley joined NelsonHall in 2020, bringing over 5 years' experience with healthcare service providers and healthcare payers. Previously, Ashley was responsible for the market research and plan design of Medicare Advantage plans for a health payer.

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About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, primary research, and is widely respected for the quality, depth, and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

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