



Infosys Transforming Property & Casualty BPS with Touchless Processing

Vendor Assessment
Report Abstract

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by Sven Lohse
Principal Analyst
NelsonHall

7 pages





Who Is This Vendor Assessment For?

NelsonHall's comprehensive assessment of Infosys' property and casualty (P&C) business process service (BPS) offerings and capabilities is designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of capital market process outsourcing and identifying vendor suitability for Digital Banking Services RFPs
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector.



Key Findings & Highlights

Since FY16 Infosys has been organized primarily around five global industry units, one of which serves property and casualty (P&C) insurance clients. One of the Infosys vertical units is for clients in hi-tech, life sciences, healthcare & insurance (HI-LIFE). HI-LIFE generated 32% of Infosys revenue in FY2019. Delivery for business process services (BPS) is further organized into an Infosys subsidiary called Infosys PBM.

Infosys' P&C BPS practice is focused on serving clients in CL, specialty and reinsurance. Infosys also fields considerable horizontal capabilities in CAT modeling. The P&C practice is global, with business in all major regions. Infosys serves Lloyd's of London syndicates.

Infosys' P&C BPS strategic priorities include growing:

- Global underwriting support for large and mid-tier CL carriers. Infosys sees opportunities to standardize underwriting for these carriers across its global network of underwriting delivery centers
- Claims management and broker management services for CL and specialty lines. Infosys is particularly focused on supporting its Lloyd's of London clients

Risk and actuarial services. Infosys already provides global regulatory and compliance support for the majority of its clients, including its large and mid-tier CL carriers. This support includes CAT modeling for actuarial teams in niches such as exposure management and terrorism management. Infosys sees an opportunity to work with carriers to align exposure modeling between brokers and underwriters based on 3-5 year contracts.

Scope of the Report

The report comprehensively analyzes the company's P&C BPS practice:

- Strategy, emphases, and new developments
- Strengths, weaknesses and outlook
- Target market
- Offerings and associated technology capabilities
- Delivery organization, including locations and partnerships
- Breakouts of P&C BPS specific revenue and delivery resources.

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3. Key Offerings
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8. Outlook

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Report Author

Sven Lohse

sven.lohse@nelson-hall.com

Transforming Property & Casualty BPS with Touchless Processing Vendor Assessments Also Available for:

Accenture

Cognizant

Conduent

DXC Technology

EXL Service

Genpact

Mphasis

Sutherland Global Services

Tata Consultancy Services

Teleperformance

WNS Global Services