



Life, Annuities, and Pension: Operation Transformation

SE2

Report Abstract

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8 pages

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Who is This Vendor Assessment For?

NelsonHall's life, annuities, and pension operation transformation profile on SE2 is a comprehensive assessment of SE2'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

This NelsonHall vendor assessment analyzes SE2's offerings and capabilities in life, annuities, and pension operation transformation services.

SE2 provides services and solutions to life, annuities, and pension carriers in new business setup and underwriting, marketing and acquisition, customer service administration, life administration, distribution management, benefit management, and fund management.

SE2's proprietary platform, Aurum[®], provides comprehensive solutions to support policy administration, billing and claims, customer service administration, fund management, new business workbench, distribution management, document and content management, and producer services. Additional capabilities include quote and illustration generation, policy issuance, mobile applications, and a customer and agent self-service portal. SE2's add-on solution capabilities include data management, analytics, AI, and chatbots. The acquisition of the Life.io suite of solutions further expanded SE2's digital portfolio in customer and agent engagement.

Scope of the Report

The report provides a comprehensive and objective analysis of SE2'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:

- EXL
- Infosys
- Kane LPI Solutions
- 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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