



Teleperformance Transforming Property & Casualty BPS with Touchless Processing

Vendor Assessment
Report Abstract

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7 pages





Who Is This Vendor Assessment For?

NelsonHall's comprehensive assessment of Teleperformance's 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

Teleperformance manages its P&C BPS through its Healthcare and Insurance business unit, its fastest-growing vertical.

In October 2018 Teleperformance acquired the Mumbai, India-based BPS company Intelenet for approximately \$1bn. Intelenet had been owned by private equity company Blackstone. Intelenet had revenue of \$449m for the fiscal year ending March 31, 2018. Intelenet had served clients in financial services, including P&C insurance.

The former Intelenet's assets have been renamed and combined with other core Teleperformance operations as Teleperformance Digital Integrated Business Services (DIBS). The new unit unifies Intelenet's digital transformation capabilities, especially those related to six sigma process improvement, with the capabilities of consulting unit Praxidia.

Teleperformance's strengths lie in customer service and digital transformation. Teleperformance goes to market with main business units, each of which serve P&C carriers:

- Core (customer care, technical support, customer acquisition)
- Digital Integrated Business Services (DIBS) (digital transformation)
- Specialized Services.

NelsonHall estimates Teleperformance's 2019 P&C BPS revenue at \$47m. The company is particularly focused on growing revenue with U.S.-based P&C carriers through digitally transformative work in customer service and claims.

NelsonHall estimates that Teleperformance's P&C BPS business is supported by 2,000 FTEs, with 46% of FTEs working from on-shore locations for clients.

Teleperformance currently supports P&C carriers in the U.S. and in Europe, both large carriers with global footprints and regional carriers. The acquisition of Intelenet complemented Teleperformance's P&C BPS practice because Intelenet had a client footprint among P&C carriers in the UK that balanced Teleperformance's largely U.S.-based client footprint.

Teleperformance's digital transformation proposition to P&C carriers depends heavily on the company's ability to field the capabilities of its recent Intelenet acquisition. This India-based BPS company now operates as a Teleperformance business unit: Digital Integrated Business Services (DIBS).

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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7 pages

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

Accenture

Cognizant

Conduent

DXC Technology

EXL Service

Genpact

Infosys

Mphasis

Sutherland Global Services

Tata Consultancy Services

WNS Global Services