



DXC Technology Transforming Property & Casualty BPS with Touchless Processing

**Vendor Assessment
Report Abstract**

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10 pages





Who Is This Vendor Assessment For?

NelsonHall's comprehensive assessment of DXC Technology's (DXC) 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

DXC's P&C BPS business is managed in its Insurance Group vertical business unit, along with important IT services contracts with P&C insurance carriers.

Through the acquisition of Xchanging in March 2016, DXC (at that time CSC) gained a presence in the U.K. and European and Australia P&C markets, as well as in the Lloyd's of London market.

DXC's Insurance Group leads approximately 15,000 personnel, of which approximately 2,000 serve in P&C BPS. The Insurance Group services include ITO; Cloud/Security Services; Application and Industry IP; BPS; Data Analytics and Advisory. DXC serves U.S. and international insurers in personal, commercial, and specialty lines:

- Personal lines property and casualty
- Commercial lines CPP, BOP, and programs
- Workers' Compensation
- Lloyd's of London.

NelsonHall estimates DXC's P&C BPS revenue for CY2019 was \$212m.

DXC's forward-looking strategy for P&C is anchored in its proprietary software platforms and its Duck Creek partnership, as served by BPaaS or SaaS models. DXC has also invested in Insurtech partnerships aligned with its Assure Digital Insurance Platform, which is designed to support P&C BPS clients with its enterprise-wide automation and process improvement capabilities.

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
4. Delivery Capabilities & Partnerships
5. Target Markets
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Transforming Property & Casualty BPS with Touchless Processing Vendor Assessments Also Available for:

Accenture

Cognizant

Conduent

EXL Service

Genpact

Infosys

Mphasis

Sutherland Global Services

Tata Consultancy Services

Teleperformance

WNS Global Services