



Infosys Auto Insurance BPO

Vendor Assessment
Report Abstract

April 2014

by Fiona Cox
Auto Insurance BPO
Industry Sector Analyst
NelsonHall

7 pages

research.nelson-hall.com





Who Is This Vendor Assessment For?

NelsonHall's Auto Insurance BPO profile on Infosys is a comprehensive assessment of Infosys' offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of auto insurance BPO services and identifying vendor suitability for P&C insurance BPO 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

This NelsonHall vendor assessment analyzes Infosys' offerings and capabilities in the auto insurance sector.

Infosys is one of a number of auto insurance companies analyzed in this comprehensive industry analysis.

Infosys has been providing insurance BPO services since 2003, and entered the Property and Casualty (P&C) BPO space in 2006, with its first client, an auto insurance BPO ('auto BPO') client, for which it now provides underwriting support, risk entry and renewal, claims, actuarial and F&A services out of centers in Bangalore, Brno and Belo.

Scope of the Report

The report provides a comprehensive and objective analysis of Infosys' auto insurance BPO 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.



Contents

1. Background

2. Revenue Summary

3. Key Offerings

4. Delivery Capability and Partnerships

5. Target Markets
 - 5.1 Product and geographic focus
 - 5.2 Client base

6. Strategy

7. Strengths & Challenges
 - 7.1 Strengths
 - 7.2 Challenges

8. Outlook

Report Length

7 pages

Auto Insurance BPO Vendor Assessments also available for:

EXLService, Genpact, Innovation Group, Mphasis, TCS, and WNS