



# Market Analysis

Property & Casualty Insurance BPS Program

## P&C Operations Transformation

### Report Abstract

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By Bilal Chaudhry

Principal Research Analyst

NelsonHall

78 pages

### Contents of Full Report

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1. Changing Shape of the P&C Operations Transformation Market
  2. Customer Requirements & Case Studies
  3. Market Size, Growth, & Shares
  4. Vendor Offerings and Targeting
  5. Vendor Delivery Capability
  6. Vendor Capability Assessments
  7. Vendor Selection Criteria, Challenges, & Success Factors
- Appendix I – Glossary
- Appendix II – Vendors Researched

## Who is This Market Analysis For?

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NelsonHall's P&C Operations Transformation report is a comprehensive market assessment report designed for:

- Sourcing managers investigating sourcing developments within the P&C Operations Transformation market
- Vendor marketing, sales, and business managers developing strategies to target P&C Operations Transformation opportunities
- Financial analysts and investors specializing in the P&C Operations Transformation services sector.

## Key Findings & Highlights

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Recent trends underscore a notable reliance on P&C operations transformation BPS services, particularly in customer administration and claims management. There is also an anticipated surge in demand for BPS services in emerging areas such as underwriting, broker management, and subrogation. Tomorrow's consumers are increasingly seeking hyper-personalization across the entire P&C value chain.

These evolving expectations prompt vendors to invest significantly in advanced technologies like generative AI, seamlessly integrating them into their BPS offerings. Concurrently, carriers desire to leverage internal and external data repositories and make informed decisions across different areas of the P&C process, including new product setup, underwriting, contact center, and adjudication.

Regarding operational delivery, offshore centers are expected to remain stable, with a slight increase in the demand for onshore and nearshore delivery centers. Both carriers and vendors will witness a growing acceptance of risk-sharing pricing models, accompanied by more robust SLAs. Carriers are set to emphasize the importance of the vendor's innovation capacity and a design-thinking approach in the vendor selection process.

## Scope of the Report

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The report analyzes the worldwide market for P&C Operations Transformation and addresses the following questions:

- What is the market size and projected growth for the P&C Operations Transformation by geography?
- What is the profile of activity in the P&C Operations Transformation services market?
- What are the top drivers for adoption of P&C Operations Transformation services?
- What are the benefits currently achieved by P&C Operations Transformation users?
- What factors are inhibiting user adoption of P&C Operations Transformation services?
- What pricing mechanisms are typically used within P&C Operations Transformation services and how is this changing?
- Who are the leading P&C Operations Transformation vendors globally and by geography?
- What combination of services is typically provided within P&C Operations Transformation contracts and what new services are being added?
- What is the current pattern of delivery location used for P&C Operations Transformation services and how is this changing?
- What services are delivered from onshore and which from offshore?
- What are the challenges and success factors within P&C Operations Transformation services?

## P&C Operations Transformation Vendor Assessments Available for:

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Cognesol  
Cognizant  
DXC Technology  
Genpact  
Mphasis  
TCS  
WNS  
Xceedance

## About The Author

Bilal is a Principal Analyst with global responsibility for NelsonHall's Healthcare & Insurance BPS research program.

Bilal joined NelsonHall from PwC in June 2023, and has worked in various consulting roles assisting Fortune 100 clients since 2015. His projects have included aggressive cost-saving initiatives, digital transformation, and BPO delivery in the healthcare and insurance space.

Bilal can be contacted at:

- Email: [Bilal.Chaudhry@nelson-hall.com](mailto:Bilal.Chaudhry@nelson-hall.com)
- Twitter: [@BilalCH\\_NH](https://twitter.com/BilalCH_NH)



## 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](mailto:guy.saunders@nelson-hall.com)

### Boston

Riverside Center, 275 Grove Street, Suite 2-400, Newton Massachusetts 02466  
Phone: +1 857 207 3887

### London

29 Rose Hill  
Binfield  
Bracknell, RG42 5LH  
Phone: +44(0) 208 638 7282

### Paris

4 place Louis Armand,  
Tour de l'Horloge,  
75012 Paris  
Phone: + 33 1 86266 766

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