TCS
Auto Insurance BPO

Vendor Assessment
Report Abstract

September 2014

Auto Insurance BPO
Industry Sector Analyst
NelsonHall

7 pages

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Who Is This Vendor Assessment For?

NelsonHall's Auto Insurance BPO profile on TCS is a comprehensive assessment of TCS' 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 TCS' offerings and capabilities in the auto insurance sector.

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

TCS has provided application management services for auto since 1998, and imaging and indexing support for another auto client since 2006, winning its first significant auto BPO engagement in 2009, which it continues to support today.

The majority of auto BPO clients were initially IT services clients, as is the case with many vendors that provide P&C BPO (including auto) services. Conversations about increasing the scope of engagements, to include auto BPO and to go beyond IT services, have been initiated by both the client and TCS.

Scope of the Report

The report provides a comprehensive and objective analysis of TCS' 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

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Auto Insurance BPO Vendor Assessments also available for:

Cognizant, EXLService, Genpact, Innovation Group, MphasiS, and WNS

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