



Serco Life Insurance BPO

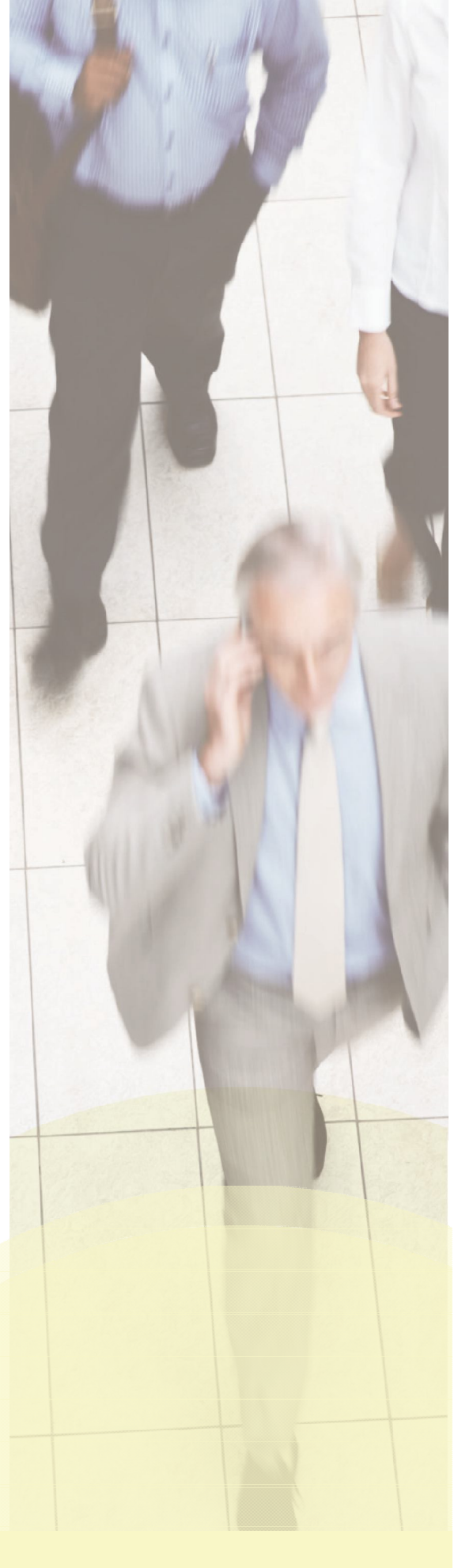
**Vendor Assessment
Report Abstract**

July 2013

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7 pages

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Who Is This Vendor Assessment For?

NelsonHall's life insurance Vendor Assessment for Serco is a comprehensive assessment of Serco's life insurance offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of life, annuities, investments and pensions services and identifying vendor suitability within this space
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the BPO services sector.

Key Findings & Highlights

This NelsonHall vendor assessment analyzes Serco's offerings and capabilities in life insurance BPO. Serco is one of a number of life insurance BPO companies analyzed in NelsonHall's comprehensive industry analysis programs.

Serco's contract win of AEGON in 2012 marked Serco's entrance into the life BPO space. Serco provide initial underwriting, claims management and policy servicing to AEGON using workflow tools to wrap-around existing technology systems.

Serco plan to deliver its services using client insurance systems.

Serco are looking to target closed block operations predominantly in Continental Europe; the firm will also be targeting private equity and insurance players in this geography.

Scope of the Report

The report provides a comprehensive and objective analysis of Serco's life insurance BPO offerings, capabilities, and market and financial strength, including:

- Analysis of the company's offerings and key service components
- Revenue estimates
- Identification of the company's strategy, emphasis and new developments
- 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 strengths, weaknesses and outlook.



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Report Length

7 pages

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Life Insurance BPO Vendor Assessments:

Forthcoming: EXLService, Steria, TCS, Capita and WNS.