

COVID-19 Impact Assessments

# COVID-19 Recovery in the Life Insurance Sector

## Report Abstract

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John Willmott

CEO

NelsonHall

11-pages

## Contents of Full Report

1. Summary of Recovery in Life Insurance Sector
2. Change in Functional Budgets: Next 12-Months
3. Strategic Priorities & Digital Transformation
4. Change in External BPS, Operational Transformation, and IT Spend: Next 12-Months
5. Change in Shoring

## Who is This Market Analysis For?

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NelsonHall’s “COVID-19 Recovery in the Life Insurance Sector” report is a survey of CFOs in life insurance enterprises to ascertain the extent and nature of their recovery from COVID-19. In particular, the report identifies their strategic priorities and digital transformation initiatives together with their expected change in spend on BPS, operational transformation, and IT services. The report is designed for:

- Vendor marketing, sales and business managers wishing to understand the impact of COVID-19 recovery on life insurance enterprises’ operations transformation and BPS activity
- Life insurance enterprises interested in understanding the nature of COVID-19 recovery among their peers
- Financial analysts and investors specializing in the services sector, looking to understand the impact of COVID-19 recovery on IT and BPS services.

## Key Findings & Highlights

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NelsonHall’s market analysis of COVID-19 Recovery in the Life Insurance Sector consists of 11-pages. The report focuses on the identification of strategic priorities and digital transformation initiatives together with forecast changes in functional budgets, BPS spend, operational transformation spend, and IT services spend over the next 12-months.

This report is one of a series of detailed individual sector reports being published by NelsonHall.

## Scope of the Report

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The report analyzes the worldwide extent of the COVID-19 recovery in life insurance enterprises and addresses the following questions:

- By what percentage will each functional budget be impacted over the next 12-months?
- What are the strategic priorities and digital transformation initiatives planned by life insurance enterprises over the next 12-months?
- What change is expected in business process services spend over the next 12-months?
- What change is expected in operational transformation spend over the next 12-months?
- What change is expected in IT services spend over the next 12-months?
- What impact will operational transformation have on shoring strategies?

The sectors covered in this series include:

- Retail banking
- Capital markets
- Life insurance
- P&C insurance
- Healthcare Payer
- Healthcare Provider
- Energy
- Utilities
- Electronics & high-tech
- Automotive
- Automotive Parts
- Industrial Oil Engineering
- Industrial Products
- Aerospace
- Chemicals & Petroleum Products
- CPG
- Food
- Pharmaceuticals
- Retail
- Hospitality
- Transportation
- Hospitality
- Telecoms
- Media.

The regions covered include:

- North America
- EMEA
- Asia Pacific
- Latam.

## About The Author

John is CEO of NelsonHall, the leading business process services (BPS) and IT services (ITS) research and analysis firm, and is widely regarded as one of the world's leading authorities on achieving business transformation through the application of BPS. John can be contacted at:

- Email: [john.willmott@nelson-hall.com](mailto:john.willmott@nelson-hall.com)
- Twitter: [@John\\_NH](https://twitter.com/John_NH)

## About NelsonHall

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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

Unit 6, Millars Brook, Molly Millars Lane, Wokingham, RG41 2AD  
Phone: + 44(0) 203 514 7522

### Paris

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

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