



Crawford & Company Lloyd's of London BPO

**Vendor Assessment
Report Abstract**

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6 pages

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Who Is This Vendor Assessment For?

NelsonHall's Lloyd's of London BPO profile on Crawford is a comprehensive assessment of Infosys's offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers in the London Market and identifying vendor suitability for Lloyd's of London 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 Crawford's offerings and capabilities in the Lloyd's of London BPO sector.

Crawford is one of a number of insurance BPO providers analyzed in this comprehensive industry analysis.

Founded in 1941, Crawford & Company (Crawford) originally provided claims adjusting services to the insurance industry out of its offices in Georgia, U.S.

At the end of November 2014, Crawford's specialty liabilities services business merged with Global Technical Services business to strengthen its loss management capabilities. The majority of the Lloyd's of London BPO work is done by this newly formed unit, still called 'GTS'. Total headcount is ~600 FTEs, based in the U.S. and U.K.

Scope of the Report

The report provides a comprehensive and objective analysis of Crawford's Lloyd's of London 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.



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Report Length

6 pages

Lloyd's of London BPO Vendor Assessments also available for:

Infosys, NIIT and Xchanging