



# Genpact Transformation in Insurance

Vendor Assessment  
Report Abstract

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7 pages

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## Who Is This Vendor Assessment For?

NelsonHall's Transformation in Insurance profile on Genpact is a comprehensive assessment of Genpact's offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of insurance BPS to serve organizations, and identifying vendor suitability for transformation insurance 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 Genpact's offerings and capabilities for transformation in insurance BPS.

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

Genpact's ability to support transformation for its insurance BPO clients has evolved since its first conversations with early adopters in the late 2000s. Its approach to transformation for insurance BPO is focused on redesigning the client's target operating model (TOM) using process re-engineering, embedded analytics and digital services.

## Scope of the Report

The report provides a comprehensive and objective analysis of Genpact's transformation in insurance offerings and capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and approach to transformation
- Analysis of the company's strengths, weaknesses, and outlook
- Analysis of transition frameworks, approach to governance and use of analytics
- Analysis of the company's offerings and key service components.



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1. Background

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2. Approach to Transformation

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- 2.1 Transformation of offerings
- 2.2 Transformation framework
- 2.3 Transformation design and methodology
- 2.4 Transformation levers
- Smart Enterprise Processes
- Digital Services

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3. Case Study
- 3.1 Leading Global specialty property and casualty insurer
- 3.2 Leading short term insurance provider
- 3.3 North America commercial lines carrier

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6. Outlook

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## Report Length

7 pages

## Transformation in Insurance Vendor Assessments also available for:

CSC, EXL, HCL, Innovation Group, Mphasis, TCS and WNS