



# Infosys Lloyd's of London BPO

Vendor Assessment  
Report Abstract

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8 pages

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## Who Is This Vendor Assessment For?

NelsonHall's Lloyd's of London BPO profile on Infosys 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 Infosys' offerings and capabilities in the Lloyd's of London BPO sector.

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

Infosys has been engaged in insurance BPO services since 2006. Owing to the small number of players in the Lloyd's market, and following the work that Infosys had already done with Chubb (which has LOBs in the Lloyd's market), Infosys bid for a tender in 2011 and was awarded a five year contract with a Top 10 Lloyd's of London syndicate.

## Scope of the Report

The report provides a comprehensive and objective analysis of Infosys' 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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2. Revenue Summary

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3. Key Offerings

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4. Delivery Capability and Partnerships
  - 4.1 Lloyd's Center of Excellence: Framework

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5. Target Markets
  - 5.1 Geographic and Product focus
  - 5.2 Client base.

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6. Strategy

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7. Strengths & Challenges
  - 7.1 Strengths
  - 7.2 Challenges

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8. Outlook

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## Report Length

8 pages

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

Crawford, NIIT and Xchanging