



Life, Annuities, and Pension: Operation Transformation

EXL Service

Report Abstract

November 2021

By Ashley Singleton

Market Analyst

NelsonHall

11 pages

Contents of Full Report

1. Background
2. Revenue Summary
3. Key Offerings
4. Delivery Capability
5. Target Markets
6. Strategy
7. Strengths & Challenges
8. Outlook

Who is This Vendor Assessment For?

NelsonHall's life, annuities, and pension operation transformation profile on TCS is a comprehensive assessment of TCS's offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of digital services and life, annuities and pension operation transformation services and identifying vendor suitability for RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the life, annuities, and pension operation transformation sector.

Key Findings & Highlights

This NelsonHall vendor assessment analyzes TCS's offerings and capabilities in life, annuities, and pension operation transformation services.

TCS offers end-to-end services and multiple digital transformation and solution offerings to life, annuities, and pension operations clients. BPO service offerings include agency management, new business setup, underwriting support, policy issuance, new group plan design and setup, member enrollments, billing and payments, renewal management, contributions processing, customer maintenance and plan management, contact center, policy administration, surrenders and withdrawals, claims administration and payouts, actuarial services and support functions like finance and accounting, analytics and insights, change management, operational risk management and compliance. TCS also offers enterprise services such as procurement, HR, business process management (BPM) and transformation consulting.

TCS is enhancing digital solutions and service offerings in new business set up for life, annuities, and pension clients. Comprehensive offerings are achieved through proprietary platforms and solutions, as well as the implementation of partner solutions/ working on partner platforms. TCS continues to invest in enhancing the proprietary BaNCS platform and offer machine learning and automation to enable straight-through-processing in client engagements. A new focus is to provide comprehensive new business setup services for clients.

Scope of the Report

The report provides a comprehensive and objective analysis of TCS's life, annuities and pension operation transformation services 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.

Healthcare Payer BPS Managing Effectiveness Services Vendor Assessments also Available for:

- Atos
- DXC
- EXL
- Infosys
- Kane
- Se2
- WNS

About The Author

Ashley is a market analyst with global responsibility for NelsonHall's Healthcare Payer and Insurance BPS research programs.

Ashley supports both buyers and sellers of healthcare payer and insurance BPS services as they develop and execute their business strategies, operations, and go-to-market approaches.

Ashley joined NelsonHall in 2020, bringing over 5 years' experience with healthcare service providers and healthcare payers. Previously, Ashley was responsible for the market research and plan design of Medicare Advantage plans for a health payer.

Ashley can be contacted at:

- Email: ashley.singleton@nelson-hall.com
- Twitter: [@AshleyS_NH](https://twitter.com/AshleyS_NH)



About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, primary research, and is widely respected for the quality, depth, and insight of its analysis.

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

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

Copyright © 2021 by NelsonHall. All rights reserved. No part of the publication may be reproduced or distributed in any form, or by any means, or stored in a database or retrieval system, without the prior written permission of the publisher. The information provided in this report shall be used only by the employees of and within the current corporate structure of NelsonHall's clients, and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organization without prior written consent of NelsonHall. NelsonHall exercises its best efforts in preparation of the information provided in this report and believes the information contained herein to be accurate. However, NelsonHall shall have no liability for any loss or expense that may result from incompleteness or inaccuracy of the information provided.