



TCS Life Insurance BPO

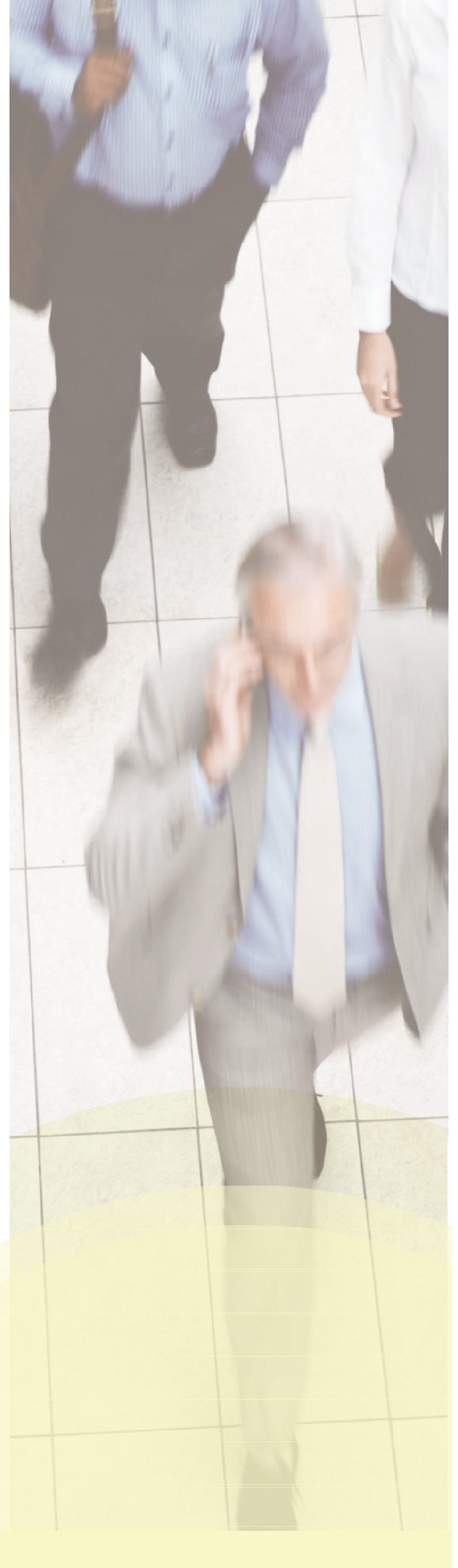
**Vendor Assessment
Report Abstract**

July 2013

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10 pages

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Who Is This Vendor Assessment For?

NelsonHall's life insurance Vendor Assessment for Tata Consultancy Services (TCS) is a comprehensive assessment of TCS's life insurance offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of life, annuities, investments and pensions services and identifying vendor suitability within this space
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the BPO services sector.

Key Findings & Highlights

This NelsonHall vendor assessment analyzes TCS's offerings and capabilities in life insurance BPO. TCS is one of a number of life insurance BPO companies analyzed in NelsonHall's comprehensive industry analysis programs.

TCS entered the U.K. L&P BPO market in 2005 by winning a contract with Pearl Assurance Group. It has since gone on to become a leading U.K. L&P closed-block provider. Diligenta, TCS's wholly-owned subsidiary, serves key L&A clients across five service areas: policy administration; policy renewal; indexing; claims support; and policy underwriting. Delivery centers are located in the U.K., India, Mexico, the U.S., Chile and Ecuador.

Diligenta sees the U.S. as a considerable growth market. It is looking to target organizations seeking platform play, end-to-end services, particularly in the U.K., Canada, Australia and Europe. Diligenta plans to do this by enhancing its BaNCS platform and by increasing the number of contracts that operate variable pricing.

Scope of the Report

The report provides a comprehensive and objective analysis of TCS's life insurance BPO offerings, capabilities, and market and financial strength, including:

- Analysis of the company's offerings and key service components
- Revenue estimates
- Identification of the company's strategy, emphasis and new developments
- 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 strengths, weaknesses and outlook.



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Report Length

10 pages

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Life Insurance BPO Vendor Assessments:

Forthcoming: EXL Service, Steria, Serco, Capita and WNS.