



Atos Transforming Life & Annuities BPS with End-to-End Digitalization

Vendor Assessment
Report Abstract

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7 pages





Who Is This Vendor Assessment For?

NelsonHall's comprehensive assessment of Atos' life and annuities (L&A) business process service (BPS) offerings and capabilities is designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of business process outsourcing 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 support services sector.



Key Findings & Highlights

The majority of Atos' BPS work is in the life insurance sector, although Atos offers BPS to L&A carriers across other major product lines. Atos is focused on serving large global L&A carriers. Atos also serves some smaller carriers and has plans to expand its business among these smaller carriers.

Atos is targeting current L&A clients for cross-sell expansion. Non-BPS L&A clients in the U.K. include Aviva, which in Q1 2018 awarded Atos a 6.5-year data center hosting contract (Atos had ousted incumbent DXC). In North America, a significant new Atos logo client is CNA Financial. Atos aims to build its Sapiens-based closed book offering based on its experience with Aegon.

Revenues

NelsonHall estimates that Atos' CY 2019 revenue from L&A BPS at:

- Open book: 15%
- Closed book: 54%

Total revenues: \$126m

Globally, Atos serves approximately 65 insurance clients, including 16 of the top 30 carriers across L&A and P&C. Atos counts approximately 25 life insurance carriers as clients across all service lines. Atos conducts the majority of its L&A BPS business for closed books in the U.K.

Atos has structured its L&A BPS services under its 'Business Transformation Services' unit. This business unit delivers BPS to two main U.K. clients, with one being the L&A company Aegon U.K. For Aegon, Atos manages approximately 2 million policies, with 75% of the policies being closed book business.

Scope of the Report

The report comprehensively analyzes the company's L&A BPS practice:

- Strategy, emphases and new developments
- Strengths, weaknesses and outlook
- Target market
- Offerings and associated technology capabilities
- Delivery organization, including locations and partnerships
- Breakouts of L&A BPS specific revenue and delivery resources.

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3. Key Offerings
4. Delivery Capabilities & Partnerships
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8. Outlook

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7 pages

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Transforming Life & Annuities BPS with End-to-End Digitalization Vendor Assessments Also Available for:

Capgemini

Capita

Concentrix

DXC Technology

EXL Service

Infosys

Kane LPI Solutions

NTT DATA

SE2

Tata Consultancy Services

WNS Global Services