

## COVID-19 Impact Assessments

# Impact of COVID-19 on the Healthcare Provider and Health, P&C and L&A Insurance Sectors

### Report Abstract

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7-pages

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## Who is This Market Analysis For?

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NelsonHall’s “Impact of COVID-19 on the Healthcare Provider and Health, P&C and L&A Insurance Sectors” report is a summary of the likely impacts of the crisis on four verticals for:

- Vendor marketing, sales and business managers wishing to understand the impact of COVID-19 on enterprise financials and digital IT and operations transformation and BPS activity
- Enterprises interested in understanding the impact of COVID-19 on their peers
- Financial analysts and investors specializing in the services sector, looking to understand the impact of COVID-19 on IT and BPS services.

## Key Findings & Highlights

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Across these verticals we expect that the COVID-19 crisis will likely:

- Place immediate strain on healthcare provider enterprises, with second-order effects on healthcare payer, P&C and L&A enterprises
- Accelerate market acceptance of – and investment in – agile digital transformation
- Accelerate the decline of dated functions such as paper-printing and mailroom capabilities
- Reemphasize the need for insurance carriers to rely on operational / underwriting income rather than investment income
- Modify expectations about how people work and collaborate, with wide-spread acceptance of work-from-home arrangements and accelerated spending on IT that supports these changes
- Shift demands for BPO services as discussed below.

## Scope of the Report

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The analysis for each vertical is broken down in the following categories:

- Impact on Growth
- Actions Being Taken on Growth
- Budget Implications
- Operational Impact
- Immediate Impact on BPO Market.

## About The Author

Sven is the Principal Analyst with global responsibility for NelsonHall's Healthcare & Insurance BPS research program. He covers P&C and life & annuities insurance, in addition to healthcare payer and provider BPS.

Sven supports both the buyers and sellers of healthcare & insurance BPS as they develop and execute their business strategies, operations, and go-to-market approaches. He is a recognized industry thought leader with 20 years' experience and a global perspective in roles as an industry analyst, management consultant, corporate strategist, and marketing strategist.



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## 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](mailto:guy.saunders@nelson-hall.com)

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