



# **CSC**

## **Auto Insurance BPO**

**Vendor Assessment  
Report Abstract**

**September 2014**

**Auto Insurance BPO  
Industry Sector Analyst  
NelsonHall**

**7 pages**

**[research.nelson-hall.com](http://research.nelson-hall.com)**





## Who Is This Vendor Assessment For?

NelsonHall's Auto Insurance BPO profile on CSC is a comprehensive assessment of CSC's offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of auto insurance BPO services and identifying vendor suitability for P&C 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 CSC's offerings and capabilities in the auto insurance sector.

CSC is one of a number of auto insurance companies analyzed in this comprehensive industry analysis.

CSC entered the auto insurance BPO market during the late 1980s. Its first clients, including a New Jersey Joint Underwriting Agency (JUA), were those whose customers required assigned risk insurance following driving convictions.

For the first decade of its presence in the auto insurance BPO market, CSC saw rapid growth from this type of work.

In more recent years, it has focused on other P&C BPO areas such as home insurance.

## Scope of the Report

The report provides a comprehensive and objective analysis of CSC's auto insurance 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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## Report Length

7 pages

## Auto Insurance BPO Vendor Assessments also available for:

Cognizant, EXLService, Genpact, Innovation Group, MphasiS, and WNS