



Crawford & Company Workers' Compensation BPS

**Vendor Assessment
Report Abstract**

April 2015

by **Fiona Cox**

**Workers' Compensation BPS
Industry Sector Analyst
NelsonHall**

6 pages

research.nelson-hall.com





Who Is This Vendor Assessment For?

NelsonHall's workers' compensation BPS profile on Crawford & Company (Crawford) is a comprehensive assessment of Crawford's offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers in the workers' compensation market and identifying vendor suitability for workers' compensation 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 Crawford's offerings and capabilities in the workers' compensation BPS sector.

Crawford is one of a number of insurance BPO providers analyzed in this comprehensive industry analysis.

Crawford's workers' compensation services are delivered out of its wholly owned subsidiary, Broadspire, which contributes ~23% of total Crawford revenues.

Scope of the Report

The report provides a comprehensive and objective analysis of Crawford's workers' compensation BPS 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.



Contents

1. Background
 - 1.1 Broadspire

2. Revenue Summary

3. Key Offerings

4. Delivery Capability and Partnerships
 - 4.1 Technology and tools
 - 4.2 Partnerships

5. Target Markets
 - 5.1 Client base

6. Strategy

7. Strengths & Challenges
 - 7.1 Strengths
 - 7.2 Challenges

8. Outlook

Report Length

6 pages

Workers' Compensation BPS Vendor Assessments also available for:

CSC, EXL, Crawford, Innovation Group, Sedgwick, WNS, Xchanging, Xerox