

Healthcare & Insurance BPS

Life, Annuities, & Pension Operation Transformation

Report Abstract

October 2021

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61-pages

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Who is This Market Analysis For?

NelsonHall's life, annuities, and pension operation transformation report is a comprehensive market assessment report designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of digital services and life, annuities, and pension operation transformation services 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 life, annuities, and pension operation transformation sector.

Key Findings & Highlights

NelsonHall's market analysis of the global life, annuities, and pension operation transformation services market consists of 61-pages. The report provides a view of how vendors are evolving their offerings and capabilities to improve life, annuities, and pension operation transformation services.

Global life, annuities, and pension operation transformation services are enabling clients to utilize AI-driven automation to improve digital customer engagement, increase rate of straight-through processing, and reduce operational costs. Carriers can implement a mix of proprietary digital solution offerings from vendors with integrated partner solutions to enable comprehensive transformation. Key user requirements include strong operational domain and process understanding with breadth of RPA and automation capability.

Vendors are increasingly focused on touchless processing to bring efficiencies and increase volume handling, offerings in implementing automation within the underwriting process and APIs to the carrier's agent web portals.

Key investment areas include a focus in AI-enabled automation and process redesign across all business functions, and digital personalization of member communication through AI and analytics. Vendors are increasing investment and partnerships in cloud infrastructure to provide lower cost solution implementations.

Scope of the Report

The report analyzes the global life, annuities, and pension operation transformation services and addresses the following questions:

- What is the market size and projected growth for the global life, annuities, and pension operation transformation services?
- What is the profile of activity in the global life, annuities, and pension operation transformation services market?
- What are the top drivers for adoption of global life, annuities, and pension operation transformation services?
- What are the benefits currently achieved by users of global life, annuities, and pension operation transformation services?
- What factors are inhibiting user adoption of global life, annuities, and pension operation transformation services?
- Who are the leading life, annuities, and pension operation transformation services vendors globally?
- What combination of services is typically provided within global life, annuities, and pension operation transformation services contracts and what new services are being added?
- What is the current pattern of delivery location used for global life, annuities, and pension operation transformation services and how is this changing?
- What are the challenges and success factors within global life, annuities, and pension operation transformation services?

Life, Annuities, and Pension Operation Transformation Services Vendor Assessments Available for:

- Atos
- DXC
- EXL
- Infosys
- Kane Solutions
- SE2
- TCS
- WNS

About The Author

Ashley is a market analyst with global responsibility for NelsonHall's Healthcare Payer and Insurance BPS research programs.

Ashley supports both buyers and sellers of healthcare payer and insurance BPS services as they develop and execute their business strategies, operations, and go-to-market approaches.

Ashley joined NelsonHall in 2020, bringing over 5 years' experience with healthcare service providers and healthcare payers. Previously, Ashley was responsible for the market research and plan design of Medicare Advantage plans for a health payer.

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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

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