



Buyer Requirements & Initiatives

Operational Transformation & BPS Requirements – Retail P&C Insurance

Report Abstract

August 2024

John Willmott

CEO

NelsonHall

23 pages

Contents of Full Report

1. Executive Summary
 2. Need for Operational Transformation
 3. Transformation Initiatives Planned
 4. Third Party Involvement in Operational Transformation
 5. Key Technologies in Transformation Initiatives
-

Who is This Market Analysis For?

NelsonHall’s “Operational Transformation Pressures & Initiatives – Retail P&C Insurance” report assists organizations in understanding the operational transformation requirements and initiatives of the retail P&C insurance sector.

This report is an analysis of the results from a survey of 60 retail P&C insurance enterprises carried out by NelsonHall.

The report is designed for:

- CXOs within the retail P&C insurance sector looking to understand developments within the sector and the operational transformation and BPS initiatives planned by their peers
- Vendor marketing, sales, and business managers wishing to understand the initiatives needed by the retail P&C insurance sector
- Financial analysts and investors specializing in the services sector who are looking to understand the operational transformation pressures and initiatives within the retail P&C insurance sector.

Key Findings & Highlights

NelsonHall’s analysis of Operational Transformation & BPS Requirements for Retail P&C Insurance enterprises consists of 23 pages. The report identifies that:

- Less than half of current operating models and processes in the retail property & casualty insurance sector are highly adequate to support the organization’s strategy in business-critical areas such as claims administration and subrogation & recoveries
- Operational transformation is highly important to 93% of retail property & casualty insurance companies
- The key benefit sought from operational transformation is increased revenues, followed by reduced cost of doing business, and reduced service fulfillment times.

This report is one of a series of detailed individual sector reports on operational transformation published by NelsonHall.



Scope of the Report

The report analyzes the operational transformation requirements and initiatives of the retail P&C insurance sector and covers:

- Assessments of the adequacy of current operating models and processes to support the organization’s business strategy
- The level of need for operational transformation overall and by process
- The benefits sought by retail P&C insurance companies from operational transformation
- The operational transformation initiatives planned by retail P&C insurance companies
- The extent to which retail P&C insurance companies will adopt standalone transformation vs. outsourcing as a transformation enabler
- The key technology-related transformation initiatives planned.

The sectors covered in this series include:

- Banking
- Life & health insurance
- P&C insurance
- Healthcare Provider
- Energy
- Utilities
- High-tech
- Automotive
- CPG
- Pharmaceuticals
- Retail
- Logistics
- Travel & transport
- Telecoms
- Media.

The regions covered include:

- U.S.
- U.K.
- Continental Europe.

About The Author

John is CEO of NelsonHall, the leading business process services (BPS) and IT services (ITS) research and analysis firm, and is widely regarded as one of the world's leading authorities on achieving business transformation through the application of BPS. John can be contacted at:

- Email: john.willmott@nelson-hall.com
- Twitter: [@John_NH](https://twitter.com/John_NH)



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 relationship managers shown opposite.

U.S.

Contact:

[Darrin Grove](#)

Darrin.grove@nelson-hall.com

Europe

Contact:

[Guy Saunders](#)

Guy.saunders@nelson-hall.com

India

Contact:

[Surekha Grandhi](#)

Surekha.grandhi@nelson-hall.com

Copyright © 2024 by NelsonHall. All rights reserved. No part of the publication may be reproduced or distributed in any form, or by any means, or stored in a database or retrieval system, without the prior written permission of the publisher. The information provided in this report shall be used only by the employees of and within the current corporate structure of NelsonHall's clients, and will not be disclosed to any other organization or person, including parent, subsidiary, or affiliated organization without prior written consent of NelsonHall. NelsonHall exercises its best efforts in preparation of the information provided in this report and believes the information contained herein to be accurate. However, NelsonHall shall have no liability for any loss or expense that may result from incompleteness or inaccuracy of the information provided.