



Market Analysis

Property & Casualty Insurance BPS Program

P&C Operations Analytics and AI

Report Abstract

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NelsonHall

78 pages

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Who is This Market Analysis For?

NelsonHall's P&C Operations Analytics and AI report is a comprehensive market assessment report designed for:

- Sourcing managers investigating sourcing developments within the P&C Operations Analytics and AI market
- Vendor marketing, sales, and business managers developing strategies to target P&C Operations Analytics and AI opportunities
- Financial analysts and investors specializing in the P&C Operations Analytics and AI services sector.

Key Findings & Highlights

Recent trends indicate the widespread adoption of AI and ML technologies is being deeply embedded across BPS services, particularly in claims processing, underwriting, and fraud detection. These technologies offer significant operational efficiencies and enhanced accuracy.

More than ever before, generative AI use cases are emerging, and some are being utilized in areas such as automating document creation, claim summaries, and personalized communication strategies for customer engagement. BPS vendors are leading the way in helping carriers uncover actionable insights from structured and unstructured data through data analytics, driving informed decisions across the P&C value chain and enabling real-time insights.

Regarding overall operation delivery, carriers are looking to invest but want to see the ROI prior to investing in newer technologies. Vendors need to offer robust co-development opportunities with carriers, including setting up Center of Excellence capabilities globally as a part of this new endeavor.

Scope of the Report

The report analyzes the worldwide market for P&C Operations Analytics and AI and addresses the following questions:

- What is the market size and projected growth for the P&C Operations Analytics and AI services market by geography?
- What is the profile of activity in the P&C Operations Analytics and AI services market?
- What are the top drivers for the adoption of P&C Operations Analytics and AI on services?
- What are the benefits currently achieved by P&C Operations Analytics and AI users?
- What factors are inhibiting user adoption of P&C Operations Analytics and AI?
- What pricing mechanisms are typically used within P&C Operations Analytics and AI services, and how is this changing?
- Who are the leading P&C Operations Analytics and AI services vendors globally and by geography?
- What combination of services is typically provided with P&C Operations Analytics and AI contracts, and what new services are being added?
- What is the current pattern of delivery location used for P&C Operations Analytics and AI services, and how is this changing?
- What services are delivered from onshore and which from offshore?
- What are the challenges and success factors within the P&C Operations Analytics and AI services market?

P&C Operations Analytics and AI Vendor Assessments Available for:

Capgemini

Cognizant

DXC Technology

EXL

Foundever

Genpact

TCS

WNS

Xceedance.

About The Author

Bilal is a Principal Analyst with global responsibility for NelsonHall’s Healthcare & Insurance BPS research program.

Bilal joined NelsonHall from PwC in June 2023, and has worked in various consulting roles assisting Fortune 100 clients since 2015. His projects have included aggressive cost-saving initiatives, digital transformation, and BPO delivery in the healthcare and insurance space.

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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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