



# Property and Casualty Operation Transformation

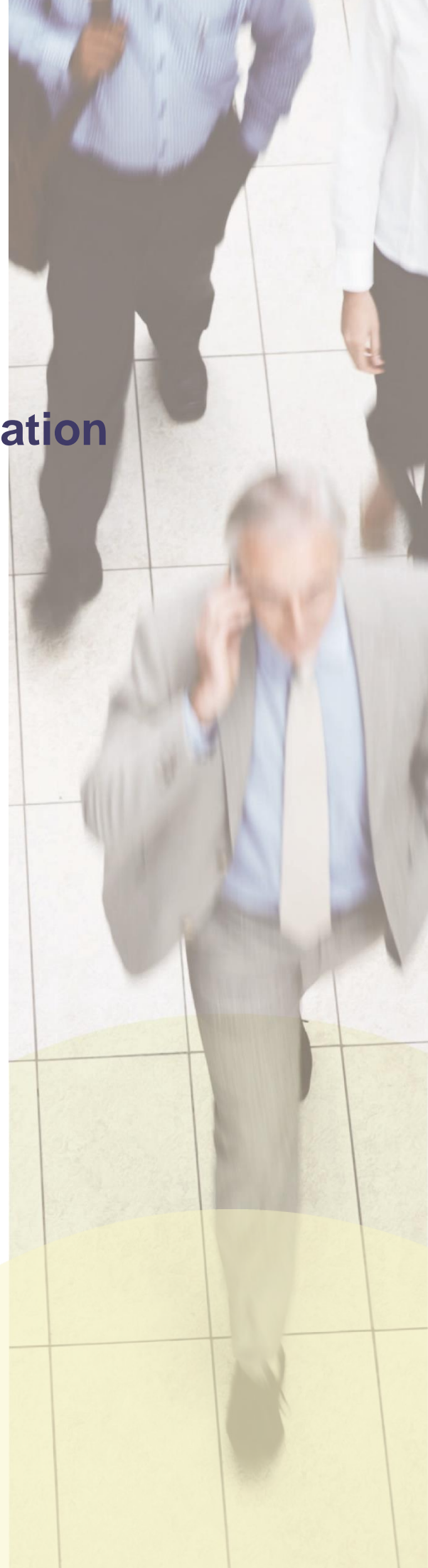
Market Analysis  
Abstract

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By Ashley Singleton  
Healthcare & Insurance Analyst  
NelsonHall

53 pages

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## Who Is This Report For?

NelsonHall's "Property and Casualty Operation Transformation" report is a comprehensive market assessment report designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of property & casualty operations transformation services and identifying vendor suitability for property & casualty operations transformation RFPs
- Operational decision makers exploring the benefits and art-of-the-possible within P&C operations transformation
- Vendor marketing, sales, and business managers developing strategies for P&C operations transformation or looking to benchmark themselves against their peers
- Financial analysts and investors specializing in operations transformation and BPS.

## Key Findings & Highlights

NelsonHall's market analysis of Property and Casualty Operations Transformation consists of 53 pages.

Key findings include:

- P&C carriers report high levels of self-sufficiency in defining new operations process models but need help in delivering new operations and implementing the transformation
- Service usage is still concentrated in claims administration, but this is changing

Examples of operations transformation include:

- Cognizant implemented proprietary solutions and provided contact center services to assist a carrier in reducing operational costs
- Concurus implemented digital solutions integrated with existing systems to assist a carrier in reducing the broker submission turnaround time to five minutes
- DXC helped increase the speed-to-market of a global carrier's specialty lines and increased member acquisition volumes within six months
- EXL assisted a general lines carrier in digitalizing the review process, achieving ~25% higher leakage identification rate
- Mphasis assisted a U.K.-based carrier in reducing its costs and reduced its quote generation time from 24-hr to 6-hr
- TCS assisted a European carrier in developing a telematics-based platform to improve customer engagement and increase proactive claim management
- WNS implemented NLP-based solutions and automation to improve review accuracy to 99% for a Lloyd's of London carrier.

## Scope of the Report

This report analyzes the market for property and casualty operations transformation. It addresses the following questions:

- What is the current and future market for property and casualty operations transformation?
- What are the customer requirements from property and casualty operations transformation?
- What are the benefits/results that vendors have achieved for their clients?
- What property and casualty operations transformation services are organizations buying from IT services vendors?
- What is the size and growth of the property and casualty operations transformation and BPS market?
- Who are the leading vendors within property and casualty operations transformation services?
- What are the vendor selection criteria, challenges, and critical success factors for vendors targeting property and casualty operations transformation services?



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## Report Length

53 pages

## Report Author

Ashley Singleton

[ashley.singleton@nelson-hall.com](mailto:ashley.singleton@nelson-hall.com)

## Sales Contact

Guy Saunders

[Guy.Saunders@nelson-hall.com](mailto:Guy.Saunders@nelson-hall.com)