



Xchanging Workers' Compensation BPS

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's workers' compensation BPS profile on Xchanging is a comprehensive assessment of Xchanging'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 Xchanging's offerings and capabilities in the workers' compensation BPS sector.

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

Xchanging entered the workers' compensation market in 2009, when it acquired a 76% stake in Cambridge Solutions.

Scope of the Report

The report provides a comprehensive and objective analysis of Xchanging'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.



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1. Background

 2. Revenue Summary

 3. Key Offerings
 - 3.1 Workers' Compensation
 - 3.2 Personal Injury

 4. Delivery Capability and Partnerships
 - Xoom

 5. Target Markets
 - 5.1 Client base
 - Victoria WorkSafe
 - New South Wales
 - Toyota

 6. Strategy

 7. Strengths & Challenges
 - 7.1 Strengths
 - 7.2 Challenges
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Report Length

6 pages

Workers' Compensation BPS Vendor Assessments also available for:

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