



Everest Group PEAK Matrix[®] for P&C Insurance BPO Service Providers 2020

Focus on DXC Technology

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Background of the research

The Property and Casualty (P&C) insurance market has witnessed optimum growth in 2019; however, remains impacted due to the global economic strain. Other factors shaping the P&C insurance market include evolving risks, changing compliance and audit requirements, and an enhanced need for personalization. To stay competitive, insurers are increasingly embracing digital technologies, that includes advanced analytics and cognitive aids, to provide consumers a seamless and personalized experience. Consequently, insurers' demands from service providers have also moved beyond cost efficiencies to value additions, to aid their transformation agendas.

In this research, we present detailed assessments of 21 P&C insurance BPO service providers, based on their vision, capabilities, and market impact, and look at their relative positioning on the Everest Group PEAK Matrix® for P&C insurance BPO. Our assessment is based on Everest Group's annual RFI process for H2 2018- H1 2019, interactions with leading P&C insurance BPO service providers, client reference checks, and an ongoing analysis of the P&C insurance BPO market.

Scope

This research covers the following P&C insurance BPO service providers:

Accenture, Atos Syntel, Capita, Cogneesol, Cognizant, Conduent, Covenir, DXC Technology, Exela Technologies, EXL, Genpact, Infosys, Innovation Group, MFX, Mphasis, Patra Corp, ResourcePro, Sutherland Global Services, TCS, WNS, and Xceedance.

Contents

This report features profiles of 21 P&C insurance BPO service provider, each of which includes:

- Relative positioning of the service provider on Everest Group's PEAK Matrix® for P&C insurance BPO
- Service provider market impact
- Service provider vision and capability assessment across key dimensions
- Comments about service providers

Introduction and scope

Everest Group recently released its report titled “[Property and Casualty \(P&C\) Insurance BPO – Service Provider Landscape with Services PEAK Matrix® Assessment 2020](#)”. This report analyzes the changing dynamics of the P&C insurance landscape and assesses service providers across several key dimensions.

As a part of this report, Everest Group updated its classification of 21 service providers on the Everest Group PEAK Matrix® for P&C insurance BPO into Leaders, Major Contenders, and Aspirants. The PEAK Matrix® is a framework that provides an objective, data-driven, and comparative assessment of P&C insurance BPO service providers based on their absolute market success and delivery capability. Everest Group also identified four service providers as the “2020 P&C insurance BPO Market Star Performers” based on the strongest forward movement demonstrated on the PEAK Matrix® year-on-year (YoY).

Based on the analysis, **DXC Technology emerged a Leader on the PEAK Matrix®**. This document focuses on **DXC Technology’s** P&C insurance experience and capabilities and includes:

- DXC Technology’s position on the P&C insurance BPO PEAK Matrix
- Detailed P&C insurance BPO profile of DXC Technology

Buyers can use the PEAK Matrix® to identify and evaluate different service providers. It helps them understand the service providers’ relative strengths and gaps. However, it is also important to note that while the PEAK Matrix® is a useful starting point, the results from the assessment may not be directly prescriptive for each buyer. Buyers will have to consider their unique situation and requirements, as well as match them against service provider capability for an ideal fit.

Everest Group PEAK Matrix® for P&C insurance BPO – summary

Everest Group classified 21 P&C insurance BPO service providers on the Everest Group PEAK Matrix® into the three categories of Leaders, Major Contenders, and Aspirants. The PEAK Matrix® is a framework that provides an objective, data-driven, and comparative assessment of P&C insurance BPO service providers based on their absolute market success and delivery capability

- **Leaders:**

There are six service providers in the Leaders category – Cognizant, DXC Technology, EXL, Genpact, Tata Consultancy Services, and WNS

- **Major Contenders:**

The Major Contenders category has ten service providers – Accenture, Capita, Conduent, Exela Technologies, Infosys, Innovation Group, Mphasis, ReSource Pro, Sutherland Global Services, and Xceedance

- **Aspirants:**

Atos Syntel, Cogneesol, Covenir, MFX, and Patra Corp are Aspirants on the PEAK Matrix® for P&C insurance BPO

Everest Group conferred the Star Performers title on providers that demonstrated the strongest forward and upward movement on the PEAK Matrix®

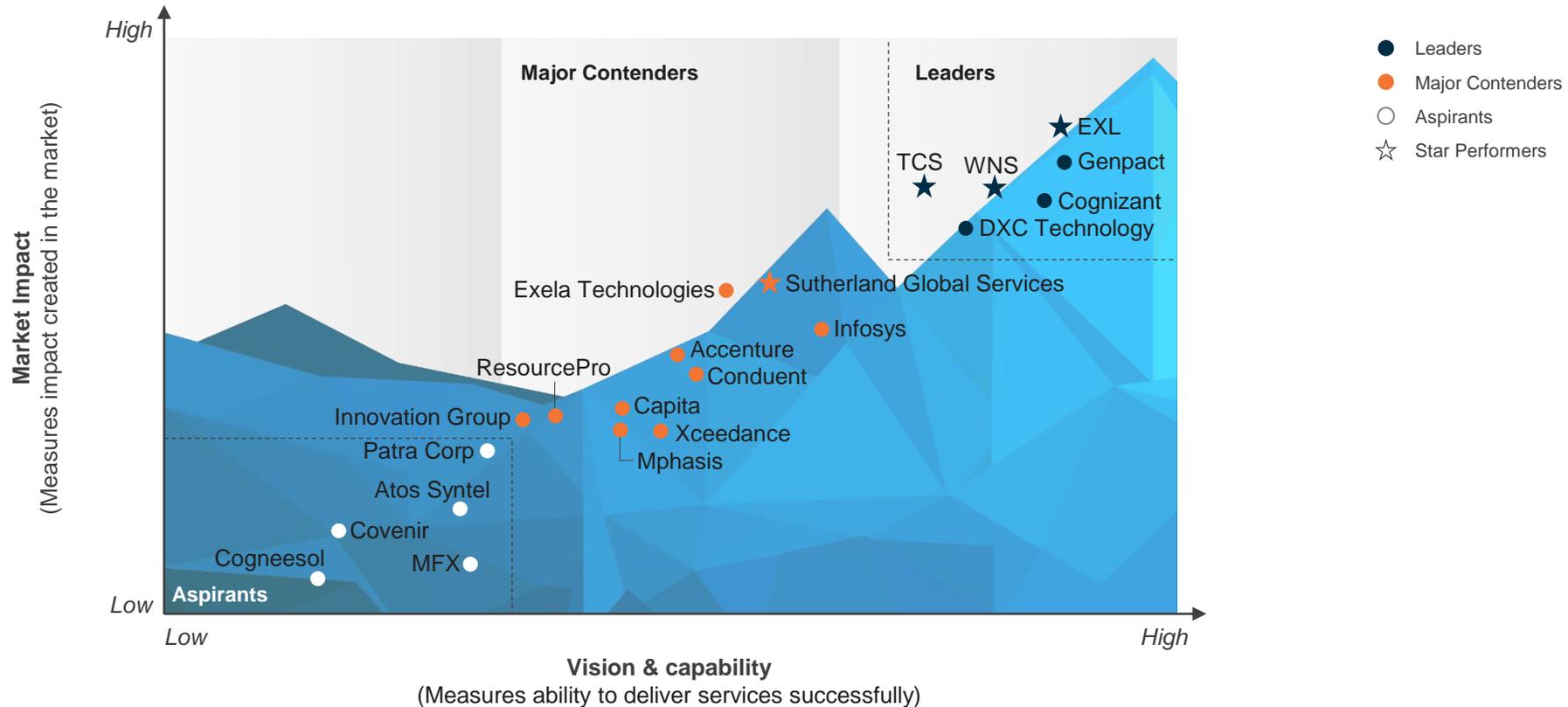
- EXL, Sutherland Global Services, TCS, and WNS are Star Performers on the P&C insurance BPO Everest Group PEAK Matrix® for 2020
- With most of the Star Performers being Leaders, Major Contenders would need to intensify their investments to stay competitive in the market

Everest Group PEAK Matrix®

Everest Group P&C Insurance BPO Services PEAK Matrix® Assessment 2020



Everest Group P&C Insurance BPO Services PEAK Matrix® Assessment 2020



Note 1: Service providers scored using Everest Group's proprietary scoring methodology given on pages 12 and 13

Note 2: Assessment for Accenture, Atos Syntel, Capita, Cogneesol, Conduent, Covenir, Innovation Group, MFX, Patra Corp, ReSource Pro, and Xceedance excludes service provider inputs and is based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interactions with insurance buyers. For these companies, Everest Group's data for assessment may be less complete

Source: Everest Group (2020)

Overview

Company overview

DXC is a provider of Information Technology (IT) services, solutions, and BPO services. It has 138,000 employees in more than 70 countries, serving nearly 6,000 clients. It uses global talent, next-generation IT solutions, and partner relationships to help clients. Its existing partner network helps it drive collaboration and leverage technology independence. It has established more than 250 industry-leading global partner network relationships, including 14 strategic partners – Amazon Web Services (AWS), AT&T, Dell/EMC, HCL, HPE, HP, IBM, Lenovo, Micro Focus, Microsoft, Oracle, PwC, SAP, and ServiceNow; insurance-specific partners including Duck Creek Technologies, Sisense, and 360Globalnet; and a growing InsureTech ecosystem with integration to Surfly, Xybion, Mapcite and Infoslips.

Key leaders

- Mike Salvino, President and Chief Executive Officer
- Phil Ratcliff, Senior Vice President and General Manager, Global Insurance
- Indranil Nath, Vice President and General Manager, P&C BPS

Headquarter: Tysons, Virginia, the United States

Website: www.dxc.technology/

Suite of services

- Policy administration including intermediary services
- New business underwriting
- Delegated underwriting
- Market wordings library
- Claims management
- Customer services
- Business analytics
- Incentive management
- Reinsurance
- Electronic notification processing
- Legal expense management
- Digital extensions – robotics, self-service, cognitive computing, and cognitive underwriting

P&C insurance BPS ¹	2017	2018	2019(H1)
Revenue (US\$ million)	Not disclosed		
Number of FTEs	2,505	2,430	2,070
Number of clients	171	Not disclosed	170

Recent acquisitions and partnerships

- **2019:** Partnered with Sisense to improve business analytics offering with additional third-party integration and real-time dashboards
- **2018:** Partnered with Duck Creek for a BPS offering that surrounds their on-demand Software-as-a-service (SaaS) offering integrated to DXC Business Process Services (BPS) and Intellectual Property (IP) for a full end-to-end processing platform
- **2017:** DXC Technology was formed by the merger of CSC and the enterprise services business of Hewlett Packard Enterprise (HPE) in April 2017
- **2016:** Acquired Xchanging Plc. to create a new leader in technology and business process services for the global insurance industry

Recent developments

- **2019:** Upgrade and enhancement to the P&C BPS framework using the DXC Assure digital platform
- **2019:** Modernization of London market BPS framework
- **2018:** Launched cognitive underwriting workbench using cognitive computing (IBM Watson), Google Maps and pulling data from internal and external data sources
- **2017:** Expanded its BPS framework to include digital technologies including intelligent automation

¹ 12 months ending June 30 of any particular year, i.e., from July YYYY to June YYYY+1

Key delivery locations



Key clients and capabilities

Key P&C insurance BPS engagements		
Client name	Region	Client since
DB Insurance	North America	2009
United Property and Casualty (UPC) Insurance	North America	2009
Farm Bureau Financial Services	North America	2005
PMA	North America	1998
WorkSafe Victoria	Australia	2002
London Market	The United Kingdom	2001

P&C insurance BPS FTE mix by processes covered
FTEs in numbers

100% = 2,070

Not disclosed

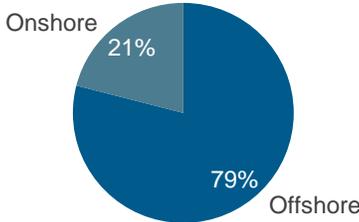
P&C insurance BPS revenue mix by geography
Revenue in US\$ million

100% = Not disclosed

Not disclosed

P&C insurance BPS FTE split by delivery location
FTEs in numbers

100% = 2,070



P&C insurance BPS revenue by buyer size¹
Revenue in US\$ million

100% = Not disclosed

Not disclosed

¹ Buyer size is defined as large (>US\$10 billion in revenue), medium (US\$5-10 billion in revenue), and small (<US\$5 billion in revenue)

Note: Based on contractual and operational information as on June 2019

Technology solutions/tools

Application. Con	Processes covered	Year launched	Description	No. of BPO clients
DXC agile automation (cognitive computing)	Underwriting	2018	A digital framework for property line of business using IBM Watson to review inspection photos, understand underwriting guidelines, and make initial decisions on risk review combining with third-party information such as Google Maps and credit scores. The Watson Agent Assist provide real-time assistance to underwriter's questions	1
DXC intelligent automation (robotics)	Transaction processing for personal and commercial lines and system conversion	2017	A Robotic Process Automation (RPA) offering using Blue Prism software with additional digital technologies such as Optical Character Recognition (OCR) developed by DXC. Continued enhancement of offering with a new dashboard to manage processes and inclusion of additional technologies around Artificial Intelligence / Machine Learning (AI/ML), etc.	15
DXC agile automation (self-service)	Personal property inspections, first report of loss – all lines of business and loss control reports	2017	A solution that supports self-service property inspections and claims reports around the 60GlobalNet platform. This offering results in operational savings by reducing the need for a third-party to either perform a physical inspection or take the First Notice of Loss (FNOL) call	4
Business analytics	Operational, management, and ad-hoc reports	2007	The solution is used for dashboard reporting, policy servicing, claims legal expense management, and management reporting. Offering has undergone changes by integrating to Sisense allowing more visual dashboards and integration of other third parties for real-time results	39
Bureau reporting	Bureau reporting for all lines of business including workers' compensation	1990	Facilitates reporting capability for all bureaus including International Organization for Standardization (ISO), American Association Of Insurance Services (AAIS), etc. It has a separate reporting capability for workers' compensation– National Council on Compensation Insurance (NCCI) and independent state reporting for PICS/POCS and unit status	28

Everest Group assessment – Leader

Measure of capability:  High  Low

Market impact				Vision & capability				
Market adoption	Portfolio mix	Value delivered	Overall	Scope of services offered	Innovation and investments	Delivery footprint	Vision and strategy	Overall
								

Strengths

- DXC continues to have a strategic focus on P&C insurance BPS market, which after the recent restructuring of the business has become even more prominent. Combined IT/BPS capabilities, a large-scale P&C insurance-focused resource base, and an experience of servicing the most expansive client base positioned DXC as a competitive partner for insurers
- DXC continues to have a noteworthy presence in the UK P&C market with its domain knowledge for Lloyd's market participants and localized delivery through Xchanging. Additionally, DXC is now also investing in a modernized technology infrastructure for Xuber, the timing of which bodes well with the transformation that Lloyd's market is undergoing
- DXC is complementing its proprietary technology portfolio such as POINT IN with digital-led partnerships such as Duck Creek, IBM Watson, and insurtechs. Combined with its insurance expertise, DXC is positioning itself as a partner for end-to-end transformation to clients enabled by its access to the entire tech stack and operations. Interestingly, DXC has also found some recent success with this market proposition

Areas of improvement

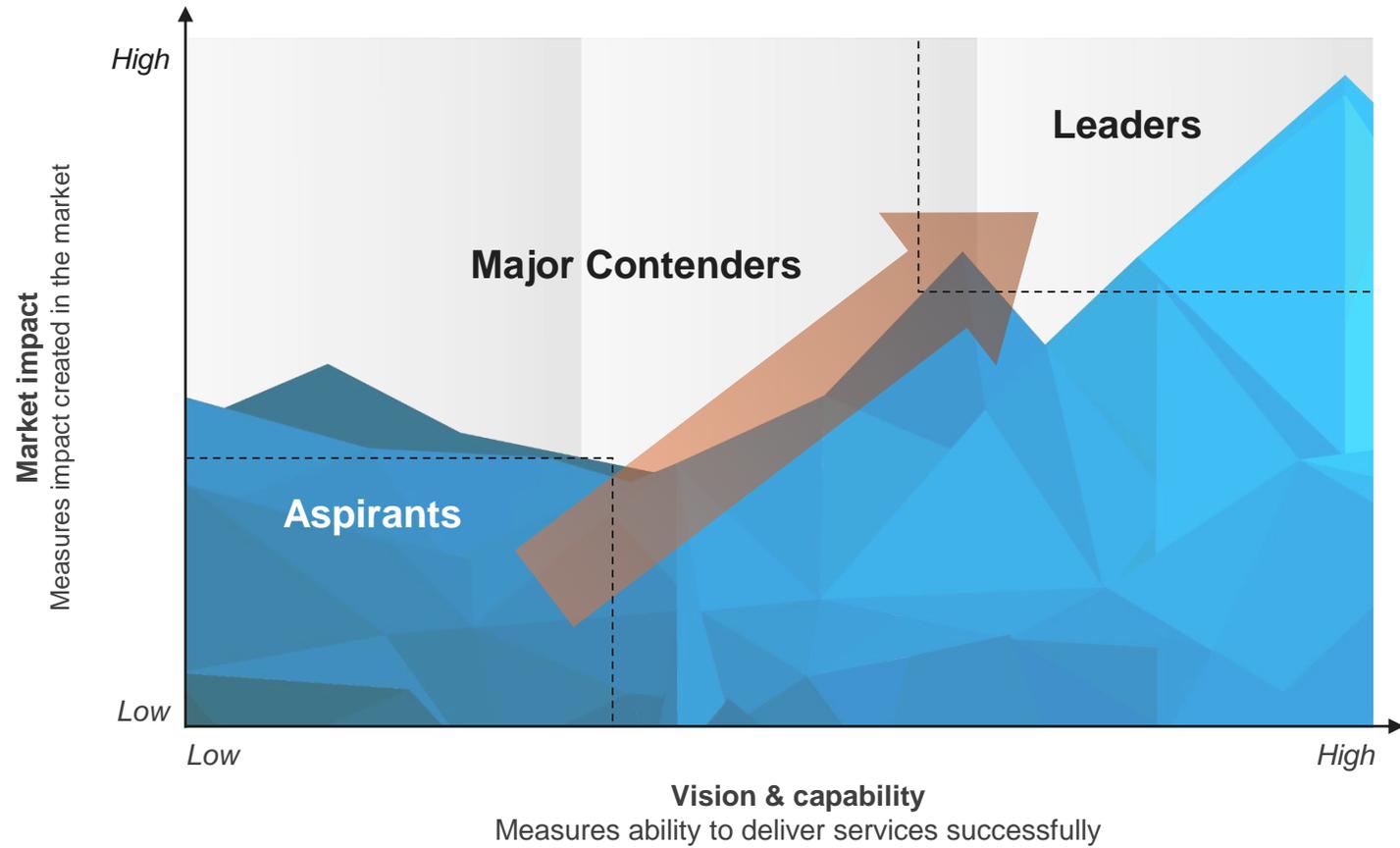
- While DXC has access to the largest client base, their wallet share, especially for the vertical-specific BPO services remains low, with most of the relationships originating on the IT side and expanding only to policy processing and reporting on the BPS side
- It could augment its presence in workers' compensation segment by developing relevant services such as managed care and integrate with its technology ecosystem to differentiate. At present, its services are limited to IT, transaction processing, and reporting
- Australian geography, while continues to be important in DXC's portfolio, is not an immediate focus from an expansion perspective. Its present set of Australian services are niche, workers' compensation focused; however, onshore presence could mean the ability to conveniently expand in the future
- DXC has sufficient access to the technology stack being used in its P&C relationships, either because of proprietary or partner solutions. Its clients feel that there is significant scope for DXC to leverage this and enable advanced analytics-led data-driven decision making, thus, augmenting the value delivered

Appendix

Everest Group PEAK Matrix® is a proprietary framework for assessment of market impact and vision & capability



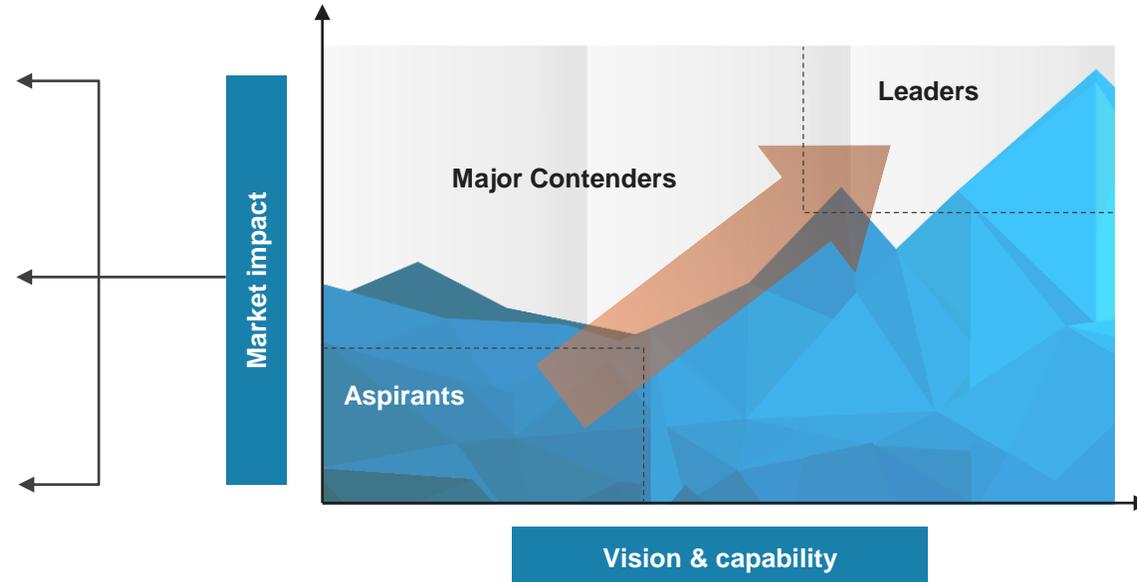
Everest Group PEAK Matrix®



Services PEAK Matrix® evaluation dimensions

Measures impact created in the market – captured through three subdimensions

- Market adoption**
No. of clients, revenue base, and YOY growth, deal value/volume
- Portfolio mix**
Diversity of client/revenue base across geographies and type of engagements
- Value delivered**
Value delivered to the client based on customer feedback and transformational impact



Measures ability to deliver services successfully. This is captured through four subdimensions

- Vision and strategy**
Vision for the client and itself; future roadmap and strategy
- Scope of services offered**
Depth and breadth of services portfolio across service subsegments / processes
- Innovation and investments**
Innovation and investment in the enabling areas, e.g., technology IP, industry/domain knowledge, innovative commercial constructs, alliances, and M&A
- Delivery footprint**
Delivery footprint and global sourcing mix

Does the PEAK Matrix® assessment incorporate any subjective criteria?

Everest Group's PEAK Matrix assessment adopts an unbiased and fact-based approach (leveraging service provider / technology vendor RFIs and Everest Group's proprietary databases containing providers' deals and operational capability information). In addition, these results are validated/fine-tuned based on our market experience, buyer interaction, and provider/vendor briefings

Is being a “Major Contender” or “Aspirant” on the PEAK Matrix, an unfavorable outcome?

No. The PEAK Matrix highlights and positions only the best-in-class service providers / technology vendors in a particular space. There are a number of providers from the broader universe that are assessed and do not make it to the PEAK Matrix at all. Therefore, being represented on the PEAK Matrix is itself a favorable recognition

What other aspects of PEAK Matrix assessment are relevant to buyers and providers besides the “PEAK Matrix position”?

A PEAK Matrix position is only one aspect of Everest Group's overall assessment. In addition to assigning a “Leader”, “Major Contender,” or “Aspirant” title, Everest Group highlights the distinctive capabilities and unique attributes of all the PEAK Matrix providers assessed in its report. The detailed metric-level assessment and associated commentary is helpful for buyers in selecting particular providers/vendors for their specific requirements. It also helps providers/vendors showcase their strengths in specific areas

What are the incentives for buyers and providers to participate/provide input to PEAK Matrix research?

- Participation incentives for buyers include a summary of key findings from the PEAK Matrix assessment
- Participation incentives for providers/vendors include adequate representation and recognition of their capabilities/success in the marketplace, and a copy of their own “profile” that is published by Everest Group as part of the “compendium of PEAK Matrix providers” profiles

What is the process for a service provider / technology vendor to leverage their PEAK Matrix positioning and/or “Star Performer” status ?

- Providers/vendors can use their PEAK Matrix positioning or “Star Performer” rating in multiple ways including:
 - Issue a press release declaring their positioning. See [citation policies](#)
 - Customized PEAK Matrix profile for circulation (with clients, prospects, etc.)
 - Quotes from Everest Group analysts could be disseminated to the media
 - Leverage PEAK Matrix branding across communications (e-mail signatures, marketing brochures, credential packs, client presentations, etc.)
- The provider must obtain the requisite licensing and distribution rights for the above activities through an agreement with the designated POC at Everest Group.

Does the PEAK Matrix evaluation criteria change over a period of time?

PEAK Matrix assessments are designed to serve present and future needs of the enterprises. Given the dynamic nature of the global services market and rampant disruption, the assessment criteria are realigned as and when needed to reflect the current market reality as well as serve the future expectations of enterprises



About Everest Group

Everest Group is a consulting and research firm focused on strategic IT, business services, and sourcing. We are trusted advisors to senior executives of leading enterprises, providers, and investors. Our firm helps clients improve operational and financial performance through a hands-on process that supports them in making well-informed decisions that deliver high-impact results and achieve sustained value. Our insight and guidance empower clients to improve organizational efficiency, effectiveness, agility, and responsiveness. What sets Everest Group apart is the integration of deep sourcing knowledge, problem-solving skills and original research. Details and in-depth content are available at www.everestgrp.com.

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