



Steria **Life Insurance BPO**

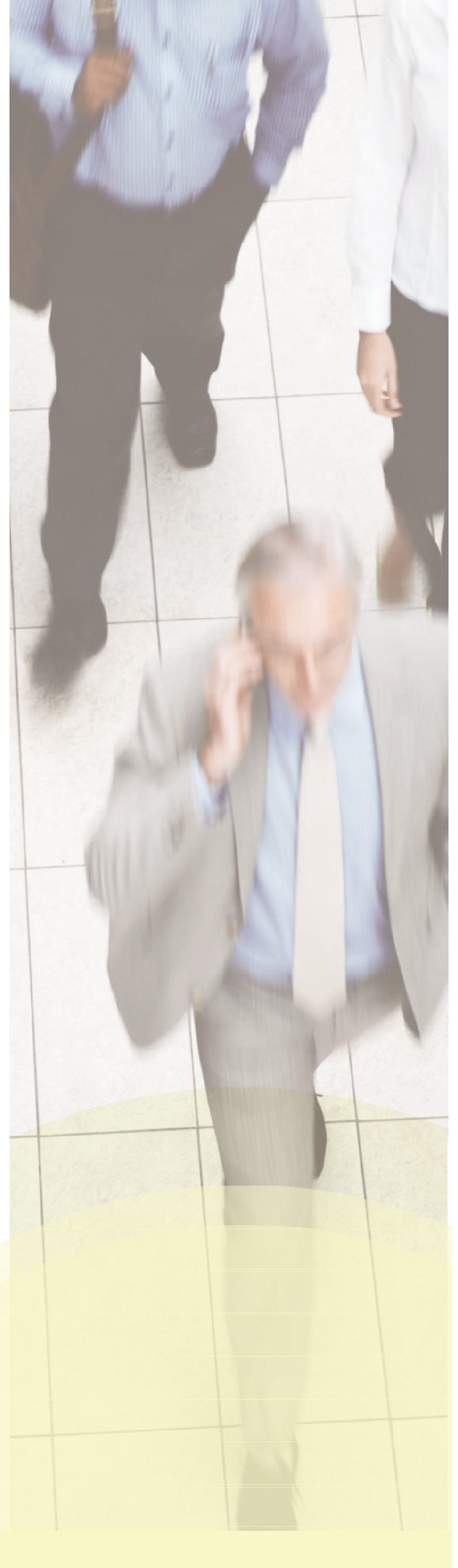
**Vendor Assessment
Report Abstract**

July 2013

**By Fiona Cox
Insurance BPO
Industry Sector Analyst
NelsonHall**

8 pages

research.nelson-hall.com





Who Is This Vendor Assessment For?

NelsonHall's life insurance Vendor Assessment for Steria is a comprehensive assessment of Steria's life insurance offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of life, annuities, investments and pensions services and identifying vendor suitability within this space
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the BPO services sector.

Key Findings & Highlights

This NelsonHall vendor assessment analyzes Steria's offerings and capabilities in life insurance BPO. Steria is one of a number of life insurance BPO companies analyzed in NelsonHall's comprehensive industry analysis programs.

Steria is a Tier II provider of IT and BPO services and currently supports one client in life BPO. Services include: new business processing, claims administration and agency commission. Steria delivers services out of Noida and Pune and currently has no plans to expand delivery footprint.

Steria are looking to target product providers who have a significant U.K. based life, pensions and investments business, such as Mutuals, Banks and Friendly Societies. The U.K. continues to be a strong focus for Steria, although Germany might prove to be a potential geographic target.

Scope of the Report

The report provides a comprehensive and objective analysis of Steria's life insurance BPO offerings, capabilities, and market and financial strength, including:

- Analysis of the company's offerings and key service components
- Revenue estimates
- Identification of the company's strategy, emphasis and new developments
- 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 strengths, weaknesses and outlook.



Contents

1.	Background
2.	Revenue Summary
3.	Key Offerings
4.	Delivery Capability and Partnerships
5.	Target Markets
6.	Strategy
7.	Strengths & Challenges
	7.1 Strengths
	7.2 Challenges
8.	Outlook

Report Length

8 pages

Report Author

Fiona Cox

Fionac.cox@nelson-hall.com

Life Insurance BPO Vendor Assessments:

Forthcoming: EXLService, TCS, Serco, Capita and WNS.