



Infosys Life Insurance BPO

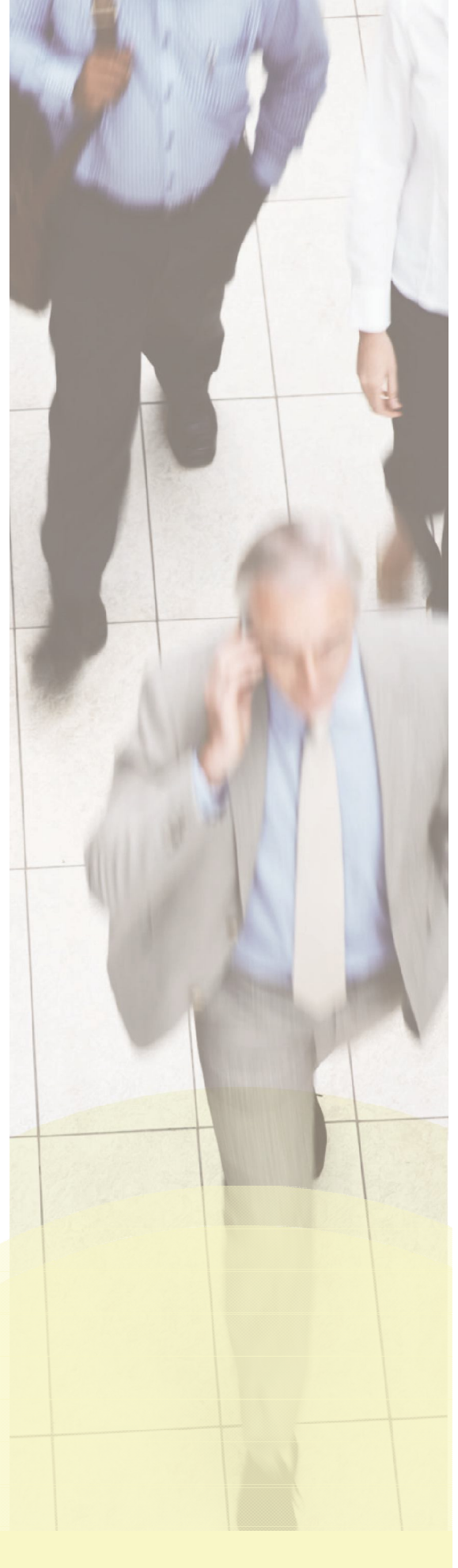
Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's life insurance Vendor Assessment for Infosys is a comprehensive assessment of Infosys' 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 Infosys' offerings and capabilities in life insurance BPO. Infosys is one of a number of life insurance BPO companies analyzed in NelsonHall's comprehensive industry analysis programs.

Infosys has been providing BPO services since 2003 and entered the life BPO space in 2008 with the acquisition of McCamish Systems ('McCamish'). McCamish now serves life BPO clients utilizing its core platforms VPAS and PPMACS. Services include: new business, billing and collections, claims and benefits, financial services and investment management services and are delivered out of Atlanta, Des Moines, Pune and Hyderabad.

Infosys is looking to target Australia, India, Canada, Europe (non-U.K.) and the U.S. and will be enhancing its capability to support a number of products, including: whole life, enhanced life, disability, retirement income and payout annuities.

Scope of the Report

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



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Report Length

16 pages

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Life Insurance BPO Vendor Assessments

Forthcoming: EXL Service, Steria, Serco, Capita and WNS.