



# **IFDS Percana Life Insurance BPO**

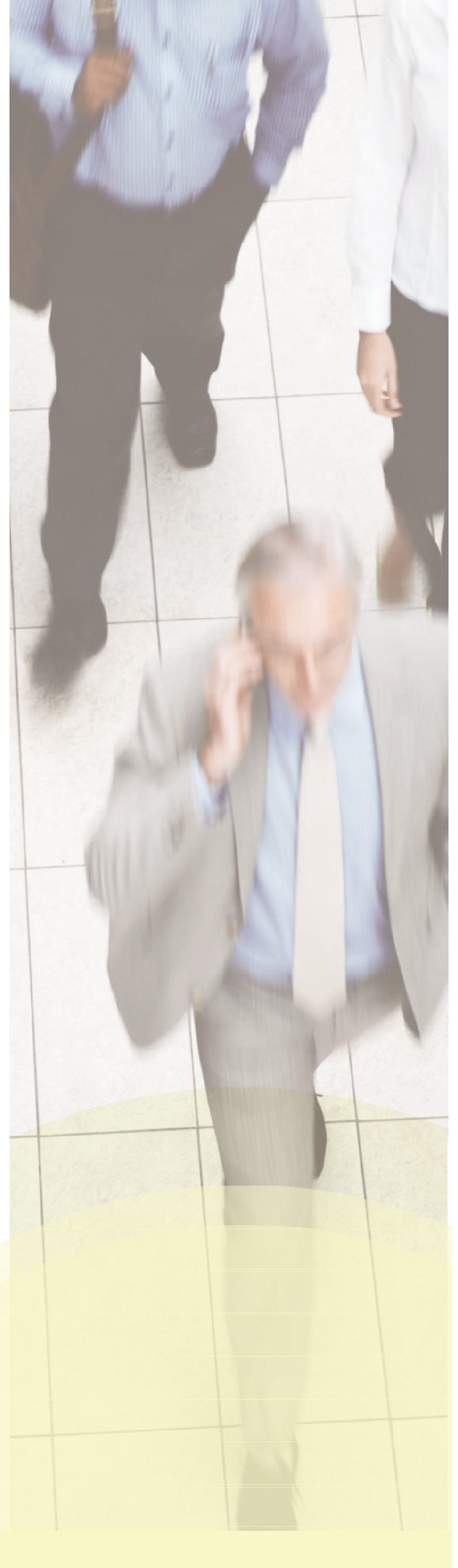
**Vendor Assessment  
Report Abstract**

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

**10 pages**

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## Who Is This Vendor Assessment For?

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

The IFDS companies are all joint ventures between DST Systems and State Street. The Percana Group was founded in Dublin in 1999, initially as a supplier of policyholder recordkeeping software. In 2008, State Street purchased the Percana Group; this was followed by a complete acquisition in 2010 through a joint venture with IFDS.

IFDS Percana ('IFDS') is now a regulated and fully operational L&P BPO provider, providing services for life BPO clients including Pearl Group and InoraLife.

IFDS is currently headquartered in Dublin delivering policy servicing and new business services. IFDS's other European center is located in Basildon. Three further centers, that are already in use by IFDS Percana's parent company, State Street, are planned to be used for the delivery of life BPO services. All three are based in Europe.

Target geographies for IFDS include Europe and the Middle East.

## Scope of the Report

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



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## Report Length

10 pages

## Report Author

Fiona Cox

[Fionac.cox@nelson-hall.com](mailto:Fionac.cox@nelson-hall.com)

## Life Insurance BPO Vendor Assessments:

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