



Accenture Transforming Property & Casualty BPS with Touchless Processing

Vendor Assessment
Report Abstract

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6 pages





Who Is This Vendor Assessment For?

NelsonHall's comprehensive assessment of Accenture's property and casualty (P&C) business process service (BPS) offerings and capabilities is designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of capital market process outsourcing and identifying vendor suitability for Digital Banking Services 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

Accenture goes to market in the insurance market under the banner Accenture Intelligent Insurance Operations and offers:

- P&C policy service (new business and underwriting, policy administration)
- P&C claims services (claims lifecycle, with a focus on speed and efficiency).

Accenture has served P&C companies with software, IT services, and BPS for three decades. Accenture has built long-lasting relationships among the top P&C carriers. Of the top 10 carriers, Accenture claims to serve 9; of the top 30 carriers, Accenture claims to serve 27. Accenture reports that it has served 80% of these top 30 P&C clients for 15 years or more. NelsonHall estimates that Accenture works with approximately three dozen P&C carriers in a BPS capacity.

Accenture's primary focus is to develop relationships with large to very large P&C carriers across its multiple service lines. Accenture effectively leverages the breadth of its diverse industry and service offerings, including BPS.

Accenture has followed this time-honored strategy by expanding strategic relationships with anchor clients and then expanding with those clients into new geographies and industry subsegments. NelsonHall estimates that Accenture serves the majority of its P&C carrier clients with BPS, delivered from Accenture's onshore and offshore delivery network.

Scope of the Report

The report comprehensively analyzes the company's P&C BPS practice:

- Strategy, emphases, and new developments
- Strengths, weaknesses, and outlook
- Target market
- Offerings and associated technology capabilities
- Delivery organization, including locations and partnerships
- Breakouts of P&C BPS specific revenue and delivery resources.

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2. Revenue Summary
3. Key Offerings
4. Delivery Capabilities & Partnerships
5. Target Markets
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8. Outlook

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Transforming Property & Casualty BPS with Touchless Processing Vendor Assessments Also Available for:

Cognizant

Conduent

DXC Technology

EXL Service

Genpact

Infosys

Mphasis

Sutherland Global Services

Tata Consultancy Services

Teleperformance

WNS Global Services