



# **CSC Property and Casualty BPS**

**Vendor Assessment  
Report Abstract**

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## Who Is This Vendor Assessment For?

NelsonHall's Property and casualty BPS profile on CSC is a comprehensive assessment of CSC's offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Property and casualty BPS services and identifying vendor suitability for Property and casualty BPS 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

This NelsonHall vendor assessment analyzes CSC's offerings and capabilities in the property and casualty BPS sector.

CSC is one of a number of BPS vendors analyzed in this comprehensive industry analysis.

CSC has been actively involved in the insurance space, with experience spanning over 45 years, and has offerings that cover the whole spectrum of insurance policies. CSC was organized into Global Business Services (GBS), including P&C BPS, and Global Infrastructure Services (GIS). The insurance unit of CSC was carved out as a separate entity during FY 2016 and is no longer part of its Global Business Services business unit.

Through the acquisition of Xchanging in March 2016, CSC gained significant presence in the U.K. and European P&C markets, as well as in the London market itself. Xchanging is a U.K. headquartered BPS provider of insurance, banking, and procurement services, serving the Lloyds market since 2001. Through a joint venture with Lloyds (25%), the International Underwriting Association IUA (25%), and Xchanging (50%), the Lloyd's Policy Servicing Office (LPSO) and London Processing Centre (LPC) were merged to create Xchanging Ins-sure Service (XIS), which still serves the Lloyds market, along with Xchanging Claims Services (XCS), which replaced Lloyd's Claims Office (LCO). XIS and XCS are jointly referred to as London Market Services.

## Scope of the Report

The report provides a comprehensive and objective analysis of CSC's Property and casualty BPS offerings and capabilities, and market and financial strengths, including:

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



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## Report Length

10 pages

## Property and casualty BPS Vendor Assessments also available for:

WNS, Sutherland, Genpact, Accenture, Cognizant, EXL, Mphasis, TCS