



# Operational Transformation in the Life, Annuities, & Pensions Sector: 2019

Market Analysis  
Report Abstract

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## Who Is This Report For?

NelsonHall's "Operational Transformation in the Life, Annuities, & Pensions Sector: 2019" report is a comprehensive market assessment report designed for:

- Sourcing managers investigating operational transformation developments within the life, annuities, & pensions sector
- Vendor marketing, sales and business managers developing strategies to target operational transformation and business process services (BPS) opportunities within the life, annuities, & pensions sector
- Financial analysts and investors specializing in the IT services and BPS sector.

## Scope of the Report

The report is based on interviews with executives in the life, annuities, & pensions sector in the U.S., U.K., Continental Europe, and Asia Pacific.

The report analyzes the worldwide market for operational transformation and business process services within the life, annuities, & pensions sector and addresses the following questions:

- What are the principal business priorities faced by organizations in the life, annuities, & pensions sector?
- What benefits are sought from operational transformation by life, annuities, & pensions firms?
- In which functional areas are life, annuities, & pensions firms planning operations transformation initiatives?
- What initiatives are life, annuities, & pensions firms planning around key technologies such as analytics, AI, and blockchain?
- To what extent, and how, will BPS vendors be involved in operations transformation?
- What are the key characteristics sought in an operations transformation partner by life, annuities, and pensions firms?
- What levels of productivity gain are being targeted by life, annuities, & pensions firms?



## Key Issues & Highlights

While life, annuities, and pensions firms have a major ongoing need to reduce their administrative costs and RPA continues to have a considerable role to play, it is also critical for life, annuities, and pensions firms to improve the manners in which they acquire and retain customers.

Consequently:

- Marketing and customer service are key areas for operational transformation
- Analytics is key to customer acquisition & pricing as well as investment performance
- Seventy percent of life, annuities, and pensions firms would consider operations transfer to achieve end-to-end operational synergy.

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## Report Length

43 pages, consisting of 7 chapters

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