



Non-life Insurance Third Party Administrator (TPA) Landscape with Services PEAK Matrix™ Assessment 2019

Insurance - Business Process Outsourcing (BPO)

Market Report – July 2019: Complimentary Abstract / Table of Contents

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- Benchmarking | Pricing, delivery model, skill portfolio
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- Tracking services | Service providers, locations, risk
- Other | Market intelligence, service provider capabilities, technologies, contract assessment

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Overview and abbreviated summary of key messages

This report examines the global insurance TPA market and its service provider landscape. It provides detailed analysis of the capabilities and market impact of TPAs and their relative position on the Everest Group PEAK Matrix. It will assist key stakeholders (insurers, TPAs, and technology providers) understand the current state of the non-life insurance TPA landscape..

Some of the findings in this report, among others, are:

Everest Group PEAK Matrix for non-life insurance TPA

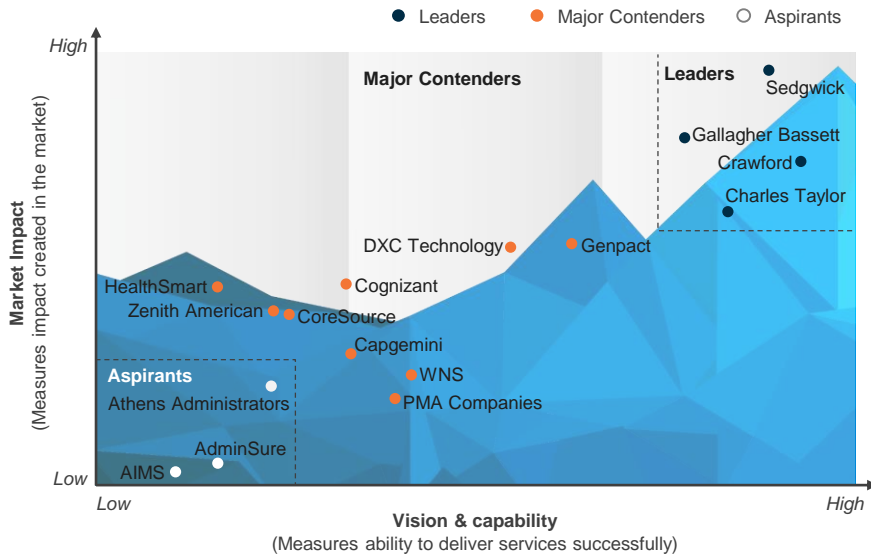
- Everest Group classified 16 non-life insurance TPAs on the Everest Group PEAK Matrix into three categories of Leaders, Major Contenders, and Aspirants
- The 2019 non-life insurance TPA PEAK Matrix positioning is as follows:
 - Leaders: Charles Taylor, Crawford, Gallagher Basset, and Sedgwick
 - Major Contenders: Capgemini, Cognizant, CoreSource, DXC Technology, Genpact, HealthSmart, PMA companies, WNS, and Zenith American
 - Aspirants: Acclamation Insurance Management Services (AIMS), AdminSure, and Athens Administrators

Key insights on PEAK Matrix dimensions (not exhaustive)

- As both “Traditional TPAs” and “BPS-heritage TPAs” evolve, more head-on competition is expected going forward; “Traditional TPAs” need to up their game to protect their turf
- While there is high competitive intensity among TPAs, Sedgwick and Crawford are considerably ahead of the others in terms of market share
- While the non-life insurance TPA landscape is quite consolidated in the United Kingdom, Europe, and Australia, it has a significant degree of fragmentation in North America
- While P&C and workers’ compensation segments are led by traditional TPAs, the healthcare segment witnesses healthcare/benefits-focused and BPS-heritage TPAs
- Network and care management and claims management emerge as the top focus areas in the insurance value chain for TPA services. Sedgwick, Crawford, and Gallagher Bassett with their large scale of delivery lead in both the process segments

This study offers three distinct chapters providing a deep dive into key aspects of non-life insurance TPA market; below are four charts to illustrate the depth of the report

Everest Group PEAK Matrix™ non-life insurance TPA services



Note: Assessment for traditional TPAs, except for Charles Taylor, excludes their inputs on this particular study and is based on Everest Group's estimates, which leverage Everest Group's proprietary Transaction Intelligence (TI) database, ongoing coverage of these TPAs, their public disclosures, and interaction with buyers

Capability assessment

Illustrative example

Measure of capability: ● High ○ Low

Service provider	Market impact				Vision & capability				
	Market adoption	Portfolio mix	Value delivered	Overall	Scope of services offered	Innovation and investments	Delivery footprint	Vision and strategy	Overall
TPA1	●	○	●	●	●	●	●	○	●
TPA2	●	●	●	●	●	○	○	●	●
TPA3	●	●	●	○	●	○	○	●	○
TPA4	○	○	○	○	○	○	○	○	○
TPA5	○	●	●	●	●	○	○	●	●
TPA6	○	○	○	○	○	○	○	○	○
TPA7	○	○	○	○	○	○	○	○	○
TPA8	○	○	○	○	○	○	○	○	○

Everest Group's remarks on service providers

Illustrative example

Measure of capability: ● High ○ Low

Market impact				Vision & capability				
Market adoption	Portfolio mix	Value delivered	Overall	Scope of services offered	Innovation and investments	Delivery footprint	Vision and strategy	Overall
●	●	●	●	●	○	○	○	○

Strengths

- TPA 1 has a widespread geographic footprint and services a large number of clients across the value-chain
- It has built localized presence across all its clients geographies that allows it to provision quicker and seamless claims response

Areas of improvement

- TPA 1 needs to move away from a largely talent-focused delivery to more of technology-enabled delivery that would also enable higher margins for them
- TPA 1 should also focus on building greater capabilities in network and care management part of the value chain that would enable more comprehensive engagements with their buyers of services

Research calendar – Insurance - Business Process Outsourcing (BPO)

Published
 Planned
 Current release

Flagship Insurance BPO reports

Release date

Property and Casualty (P&C) Insurance BPO – Service Provider Landscape with Services PEAK Matrix™ Assessment 2019	March 2019
Life and Pensions (L&P) Insurance BPO Annual Report 2019	May 2019
Property and Casualty (P&C) Insurance BPO: Annual Deal Trends Report 2019	June 2019
Property and Casualty (P&C) Insurance BPO Service Provider Profile Compendium 2019	June 2019
Property & Casualty (P&C) Insurance BPO Annual Report 2019: Combating New-age Risks – How Digital Helps	June 2019
Non-life Insurance Third Party Administrator (TPA) Landscape with Services PEAK Matrix™ Assessment 2019	July 2019
Property and Casualty (P&C) Insurance BPO Casebook 2019	Q3 2019
Life and Pensions (L&P) Insurance Third-Party Service Provider Landscape with PEAK Matrix™ Assessment 2019	Q3 2019
Life and Pensions (L&P) Insurance BPS Deal Trends Report 2019	Q3 2019
Life and Pensions (L&P) Insurance BPO Annual Report and Casebook 2019	Q4 2019
Analytics in Insurance - Third-Party Service Provider Landscape with PEAK Matrix™ Assessment 2019	Q4 2019

Thematic Insurance BPO reports

Blockchain in P&C Claims – What Insurers Need to Know and How Can They Unlock Potential	Q3 2019
InsurTech – Trailblazers & the Market Implications	Q3 2019
Viewpoint on Insurance Third Party Administrator (TPA) market	Q4 2019
Viewpoint on the annuities market	Q4 2019

Note: For a list of all Insurance BPO reports published by us, please refer to our [website page](#)

Additional Insurance - BPO research references

The following documents are recommended for additional insight on the topic covered in this report. The recommended documents either provide additional details on the topic or complementary content that may be of interest

- 1. The Future of Life Insurance & Annuities Operations** ([EGR-2018-28-V-2785](#)); 2018: This viewpoint provides detailed understanding of challenges that L&A insurers are facing, envisages the future of the L&A insurance operations at process and subprocess level, identifies the gaps between current and future states, challenges in addressing the gaps, and role of BPaaS in addressing challenges and becoming future-ready. It also helps insurers in understanding the specific attributes of BPaaS that can help in addressing the challenges they might be facing or state of operations they might desire
- 2. Insurance - BPO – Buyers’ Perception of the Service Providers’ Ability to Deliver on their Expectations** ([EGR-2018-28-R-3002](#)); 2018: This report examines multiple aspects of insurance BPO service provider and buyer engagements to explain what matters to buyers, how satisfied they are, and how can service providers achieve differentiation in the market. The analysis is based on quantitative and qualitative insights generated from interviews and surveys of 130+ enterprises that have engagements with 20+ P&C and L&P insurance BPO service providers
- 3. Property and Casualty (P&C) Insurance BPO – Service Provider Landscape with Services PEAK Matrix™ Assessment** ([EGR-2019-28-R-3108](#)); 2019: This report examines the global P&C insurance BPO market and its service provider landscape. It provides detailed analysis of the vision & delivery capabilities as well as market impact of service providers and their relative position on the Everest Group PEAK Matrix. It will assist key stakeholders (insurance providers, service providers, and technology providers) understand the current state of the P&C insurance BPO service provider landscape
- 4. Life and Pensions (L&P) Insurance BPO Annual Report: Digital a Potential Game-changer but Insurers Stuck in Legacy Mode** ([EGR-2019-28-R-3155](#)); 2019: This report examines the global L&P insurance market and covers market updates around product landscape, regulatory updates and implications, M&As, InsurTechs, and state of digital leverage in 2018. It will assist key stakeholders (L&P insurers, service providers, TPAs, and technology providers) to understand the changing dynamics of the L&P insurance market and the consequent implications, to be able to target the right investments

For more information on this and other research published by Everest Group, please contact us:

Skand Bhargava, Practice Director:

skand.bhargava@everestgrp.com

Somya Bhadola, Senior Analyst:

somya.bhadola@everestgrp.com

Akanksha Sohil, Senior Analyst:

akanksha.sohil@everestgrp.com

IS Team:

BPOResearch@everestgrp.com

Website: www.everestgrp.com | Phone: +1-214-451-3000 | Email: info@everestgrp.com



About Everest Group

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Dallas (Headquarters)

info@everestgrp.com
+1-214-451-3000

Bangalore

india@everestgrp.com
+91-80-61463500

Delhi

india@everestgrp.com
+91-124-496-1000

London

unitedkingdom@everestgrp.com
+44-207-129-1318

New York

info@everestgrp.com
+1-646-805-4000

Toronto

canada@everestgrp.com
+1-416-388-6765

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