

PEAK Matrix Preview – 2017



Assessment of IT Outsourcing in Banking, Financial Services, and Insurance (BFSI): Insurance AO Service Providers

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2017 PEAK Matrix™ Preview For Insurance AO

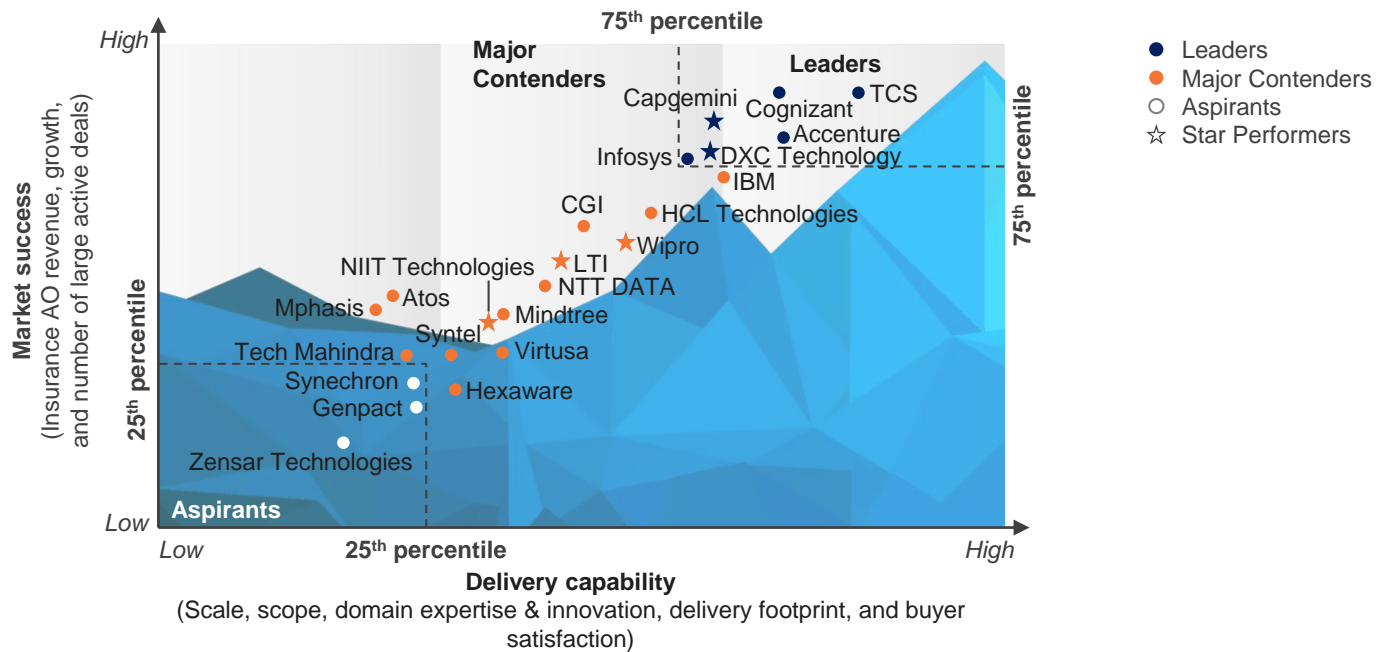
Announcing the 2017 Insurance AO Market Leaders

Accenture, Capgemini, Cognizant, DXC Technology, Infosys, and TCS are the current Leaders on Everest Group's PEAK Matrix for insurance AO based on their market successes and insurance AO delivery capabilities.

The 2017 PEAK Matrix for insurance AO is based on 300+ large multi-year insurance AO contracts signed by 30+ service providers.



Everest Group PEAK Matrix™ for large insurance AO relationships¹



Everest Group also identified five service providers as the “2017 insurance AO Market Star Performers” – **Capgemini, DXC Technology, LTI, NIIT Technologies, and Wipro**. This was based on the relative year-over-year movement of different service providers on the PEAK Matrix.

Methodology

The PEAK Matrix is a framework to assess the relative market success and overall capability of service providers. Service providers are positioned on the PEAK Matrix based on evaluation across two key dimensions

- Market success measured by the insurance-specific AO revenue, number of large active AO deals, and yearly insurance-specific AO revenue growth
- Delivery capability measured by insurance-specific scale of operations, scope, domain expertise & innovation, delivery footprint, and buyer satisfaction

¹ PEAK Matrix™ specific to large (>US\$25 million TCY), multi-year (>3 years) application outsourcing relationships for the insurance sector (life & pensions, property & casualty, others including reinsurance and Takaful Islamic insurance); excludes banking and capital markets

Note: Assessment for Accenture, DXC Technology, IBM, and Zensar Technologies excludes service provider inputs, and is based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interactions with insurance buyers

2017 PEAK Matrix™ Preview

Insurance AO Service Provider Assessment

Insurance AO services assessment dashboard

Best in class
 Very high
 High
 Medium high
 Medium
 Medium Low
 Low
 Not matured

Service provider	Delivery capability dimensions					Overall delivery capability	Market success
	Scale	Scope	Domain expertise & innovation	Delivery footprint	Buyer satisfaction		
Accenture ¹							
Atos ¹							
Capgemini							
CGI							
Cognizant							
DXC Technology ¹							
Genpact							
HCL Technologies							
Hexaware							
IBM ¹							
Infosys							
LTI							
Mindtree							
Mphasis ¹							
NIIT Technologies							

¹ Did not provide buyer references; however buyer satisfaction score gathered from Everest Group's interactions with multiple buyers in the industry

2017 PEAK Matrix™ Preview

Insurance AO Service Provider Assessment

Insurance AO services assessment dashboard (continued)

Best in class
 Very high
 High
 Medium high
 Medium
 Medium Low
 Low
 Not matured

Service provider	Delivery capability dimensions					Overall delivery capability	Market success
	Scale	Scope	Domain expertise & innovation	Delivery footprint	Buyer satisfaction		
NTT DATA ¹							
Synechron ¹							
Syntel							
TCS							
Tech Mahindra							
Virtusa ¹							
Wipro							
Zensar Technologies							

1 Did not provide buyer references; however buyer satisfaction score gathered from Everest Group's interactions with multiple buyers in the industry

Note: Assessment for Accenture, DXC Technology, IBM, and Zensar Technologies excludes service provider inputs, and is based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interactions with insurance buyers



Insurers around the globe are trying to address the conundrum of balancing the status quo vs. transformation, the latter which includes a strong emphasis on digital innovation. In the last 12- 18 months, we have observed a significant change in insurers' expectations from service providers, as they look to technology to help them differentiate and enhance their business processes. In response to insurers' aspirations to move from product-centric to customer-centric models, IT service providers are pivoting their portfolios to next-generation technologies and focusing on articulating definite business outcomes for insurers' digital spend.

– Ronak Doshi, Practice Director, Everest Group



2017 PEAK Matrix™ Preview

For Life & Pensions (L&P) Insurance AO

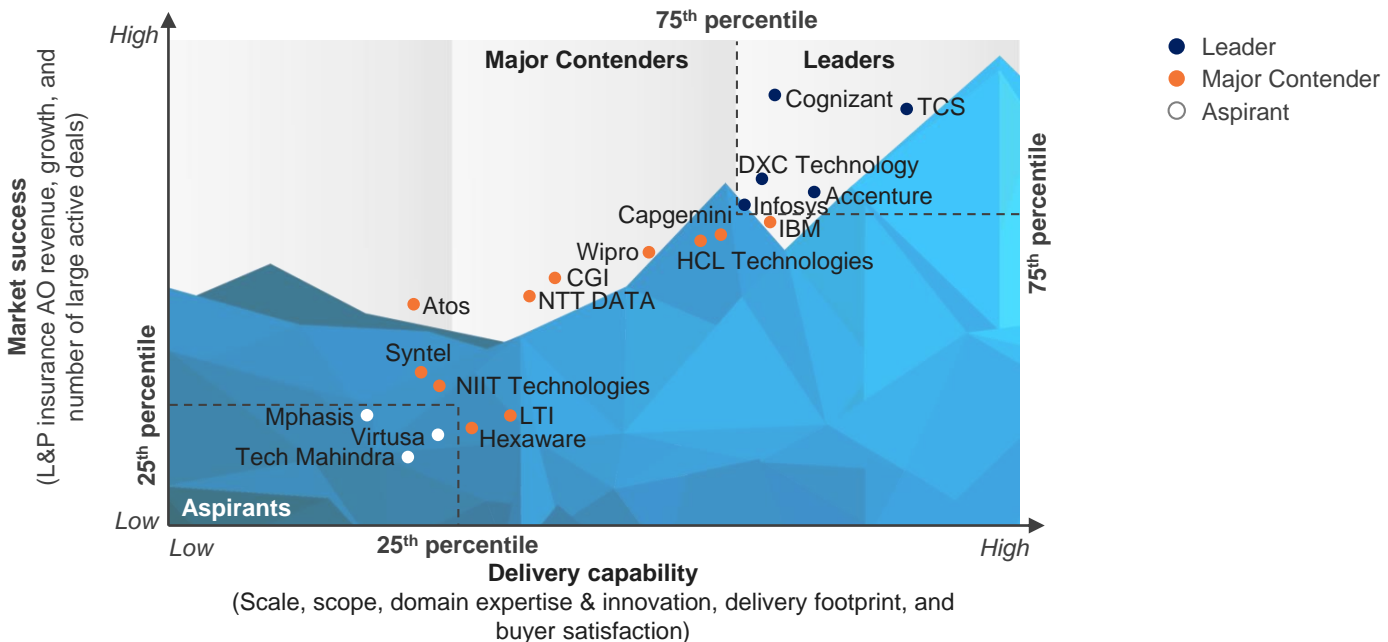
Announcing the 2017 L&P Insurance AO Market Leaders

Accenture, Cognizant, DXC Technology, Infosys, and TCS are the current Leaders on Everest Group's PEAK Matrix for insurance AO based on their market successes and insurance AO delivery capabilities.

The 2017 PEAK Matrix for insurance AO is based on 300+ large multi-year insurance AO contracts signed by 30+ service providers.



Everest Group PEAK Matrix™ for large life & pensions (L&P) insurance AO relationships^{1,2}



No service provider was rated as a Star Performer, because Star Performers are decided based on movement on the PEAK Matrix from one year to another, and this is the first time that the L&P insurance AO PEAK Matrix has been published

Methodology

The PEAK Matrix is a framework to assess the relative market success and overall capability of service providers. Service providers are positioned on the PEAK Matrix based on evaluation across two key dimensions

- Market success measured by L&P insurance-specific AO revenue, number of large active AO deals, and yearly L&P insurance-specific AO revenue growth
- Delivery capability measured by L&P insurance-specific scale of operations, scope, domain expertise & innovation, delivery footprint, and buyer satisfaction

1 PEAK Matrix™ specific to large (>US\$25 million TCv), multi-year (>3 years) application outsourcing relationships for the L&P insurance sector (excludes property & casualty, reinsurance, and Takaful Islamic insurance); excludes banking and capital markets

2 As this is the inaugural PEAK Matrix™ assessment focusing on L&P insurance business segment, Star Performers analysis has not been done in 2017

Note: Assessment for Accenture, DXC Technology, and IBM excludes service provider inputs, and is based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interactions with insurance buyers

2017 PEAK Matrix™ Preview

L&P Insurance AO Service Provider Assessment

L&P insurance AO services assessment dashboard

Best in class
 Very high
 High
 Medium high
 Medium
 Medium Low
 Low
 Not matured

Service provider	Delivery capability dimensions					Overall delivery capability	Market success
	Scale	Scope	Domain expertise & innovation	Delivery footprint	Buyer satisfaction		
Accenture ¹							
Atos ¹							
Capgemini ¹							
CGI ¹							
Cognizant							
DXC Technology ¹							
HCL Technologies							
Hexaware							
IBM ¹							
Infosys							
LTI							
Mphasis ¹							
NIIT Technologies ¹							

¹ Did not provide buyer references; however buyer satisfaction score gathered from Everest Group's interactions with multiple buyers in the industry

2017 PEAK Matrix™ Preview

L&P Insurance AO Service Provider Assessment

L&P insurance AO services assessment dashboard (continued)

Best in class
 Very high
 High
 Medium high
 Medium
 Medium Low
 Low
 Not matured

Service provider	Delivery capability dimensions					Overall delivery capability	Market success
	Scale	Scope	Domain expertise & innovation	Delivery footprint	Buyer satisfaction		
NTT DATA ¹							
Syntel							
TCS							
Tech Mahindra							
Virtusa ¹							
Wipro ¹							

¹ Did not provide buyer references; however buyer satisfaction score gathered from Everest Group's interactions with multiple buyers in the industry

Note: Assessment for Accenture, DXC Technology, and IBM excludes service provider inputs, and is based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interactions with insurance buyers

2017 PEAK Matrix™ Preview

For Property & Casualty (P&C) Insurance AO

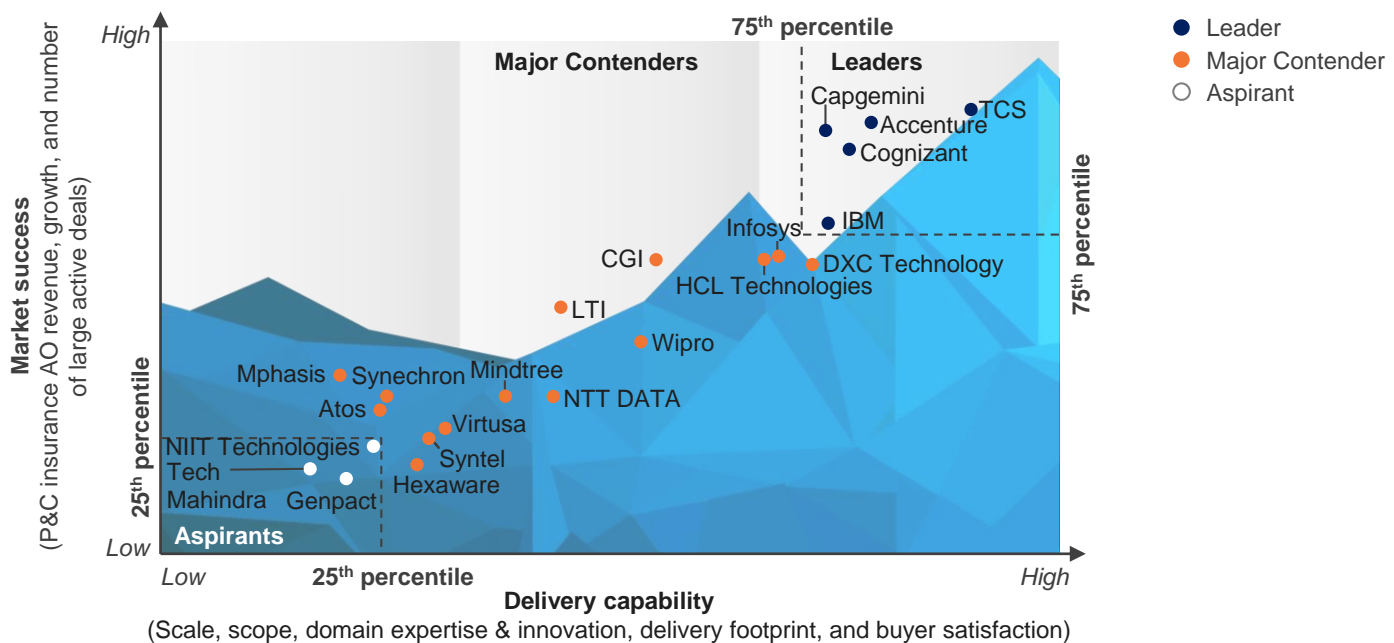
Announcing the 2017 P&C Insurance AO Market Leaders

Accenture, Capgemini, Cognizant, IBM, and TCS are the current Leaders on Everest Group's PEAK Matrix for insurance AO based on their market successes and insurance AO delivery capabilities.

The 2017 PEAK Matrix for insurance AO is based on 300+ large multi-year insurance AO contracts signed by 30+ service providers.



Everest Group PEAK Matrix™ for large property & casualty (P&C) insurance AO relationships^{1,2}



No service provider was rated as a Star Performer, because Star Performers are decided based on movement on the PEAK Matrix from one year to another, and this is the first time that the P&C insurance AO PEAK Matrix has been published

Methodology

The PEAK Matrix is a framework to assess the relative market success and overall capability of service providers. Service providers are positioned on the PEAK Matrix based on evaluation across two key dimensions

- Market success measured by the P&C insurance-specific AO revenue, number of large active AO deals, and yearly P&C insurance-specific AO revenue growth
- Delivery capability measured by P&C insurance-specific scale of operations, scope, domain expertise & innovation, delivery footprint, and buyer satisfaction

- 1 PEAK Matrix™ specific to large (>US\$25 million TCV), multi-year (>3 years) application outsourcing relationships for the property & casualty insurance sector (excludes life & pensions, reinsurance, and Takaful Islamic insurance); excludes banking and capital markets
- 2 As this is the inaugural PEAK Matrix™ assessment focusing on P&C insurance business segment, Star Performers analysis has not been done in 2017

Note: Assessment for Accenture, DXC Technology, and IBM excludes service provider inputs, and is based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interactions with insurance buyers

2017 PEAK Matrix™ Preview

P&C Insurance AO Service Provider Assessment

P&C insurance AO services assessment dashboard

Best in class
 Very high
 High
 Medium high
 Medium
 Medium Low
 Low
 Not matured

Service provider	Delivery capability dimensions					Overall delivery capability	Market success
	Scale	Scope	Domain expertise & innovation	Delivery footprint	Buyer satisfaction		
Accenture ¹							
Atos ¹							
Capgemini							
CGI							
Cognizant							
DXC Technology ¹							
Genpact ¹							
HCL Technologies							
Hexaware							
IBM ¹							
Infosys							
LTI							
Mindtree							
Mphasis ¹							
NIIT Technologies							

¹ Did not provide buyer references; however buyer satisfaction score gathered from Everest Group's interactions with multiple buyers in the industry

2017 PEAK Matrix™ Preview

P&C Insurance AO Service Provider Assessment

P&C insurance AO services assessment dashboard (continued)

Best in class
 Very high
 High
 Medium high
 Medium
 Medium Low
 Low
 Not matured

Service provider	Delivery capability dimensions					Overall delivery capability	Market success
	Scale	Scope	Domain expertise & innovation	Delivery footprint	Buyer satisfaction		
NTT DATA ¹							
Synechron ¹							
Syntel							
TCS							
Tech Mahindra							
Virtusa ¹							
Wipro							

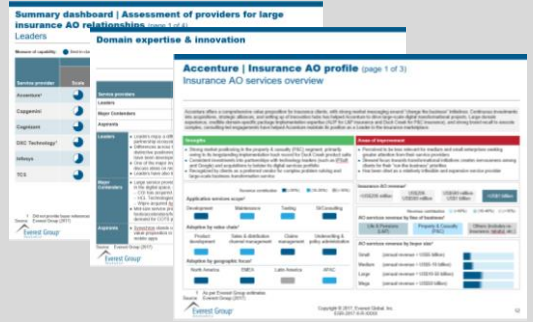
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Additional Information

More details on the full report

In the 128-page report, Digital Expectations of Buyers Transforming the Service Provider Landscape – Insurance AO PEAK Matrix™ Assessment 2017 and Profiles Compendium, 23 leading insurance AO service providers are categorized into Leaders, Major Contenders, Aspirants and Aspirants. This report is available for purchase [on our website](#).



Other Insurance AO offerings

Publications

- InsurTech Envisioning the Future of Insurance - Top 40 Trailblazers
- IT Outsourcing in Banking – Service Provider Landscape with PEAK Matrix™ Assessment 2017 and Profiles Compendium

Custom services

- Service provider capability assessments and benchmarking
- Service provider tracking
- Competitive intelligence
- Account intelligence

Our global services research offerings

- ▶ **Market Vista**
Global services tracking across functions, sourcing models, locations, and service providers – industry tracking reports also available
- ▶ **Application Services**
- ▶ **BPS | Banking Financial Services**
- ▶ **BPS | Healthcare & Life Sciences**
- ▶ **BPS | Insurance**
- ▶ **Catalyst™**
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- ▶ **Contact Center**
- ▶ **Digital Services**
- ▶ **Engineering Services**
- ▶ **Finance & Accounting**
- ▶ **Human Resources**
- ▶ **ITS | BFSI***
- ▶ **ITS | Healthcare & Life Sciences**
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- ▶ **Locations Insider™**
- ▶ **PricePoint™**
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- ▶ **Recruitment & Talent Acquisition**
- ▶ **Service Optimization Technologies**
- ▶ **Transaction Intelligence**

Custom research capabilities

- Benchmarking | Pricing, delivery model, skill portfolio
- Peer analysis | Scope, sourcing models, locations
- Locations | Cost, skills, sustainability, portfolio – plus a tracking tool
- Tracking services | Service providers, locations, risk
- Other | Market intelligence, service provider capabilities, technologies, contract assessment

Subscription information

- The full report is included in the following subscription(s) – **BFSI ITO**
- In addition to published research, a subscription may include analyst inquiry, data cuts, and other services
- If you want to learn whether your organization has a subscription agreement or request information on pricing and subscription options, please contact us



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