Tata Consultancy Services Life Insurance BPO

Vendor Assessment Report Abstract

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10 pages

Who Is This Vendor Assessment For?

NelsonHall's life insurance Vendor Assessment for Tata Consultancy Services (TCS) is a comprehensive assessment of TCS's life insurance offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of life, annuities, investments and pensions services and identifying vendor suitability within this space
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the BPO services sector.

Key Findings & Highlights

TCS entered the U.K. L&P BPO market in 2005 by winning an $847m contract with Pearl Assurance Group. It has since gone on to become a leading U.K. L&P closed-block provider. Diligenta, TCS's wholly-owned subsidiary, serves eleven significant L&A clients across five service areas: policy administration; policy renewal; indexing; claims support; and policy underwriting. Delivery centers are located in the U.K., India, Mexico, the U.S., Chile and Ecuador, and approximately 5,500 FTE's are deployed in the life BPO business.

Diligenta sees the U.S. as a considerable growth market and is looking to target organizations seeking platform play, end-to-end services, particularly in the U.K., Canada, Australia and Europe; Diligenta plans to do this by enhancing its BaNCS platform and by increasing the number of contracts that operate variable pricing.

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2. Revenue Summary
3. Key Offerings
4. Delivery Capability and Partnerships
5. Target Markets
6. Strategy
7. Strengths and Challenges
8. Outlook

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Scope of the Report

The report provides a comprehensive and objective analysis of TCS's life insurance BPO offerings, capabilities, and market and financial strength, including:

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

Report Length

10 pages

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Life Insurance BPO Vendor Assessments:

Forthcoming: EXL Service, Steria, Serco, Capita and WNS.

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