

# NON – VOICE BPO IN INSURANCE

## SCOPE OF REPORT

The global business process outsourcing (BPO) industry ranks amongst the fastest-growing industries in the world. In the global BPO market, BFSI has emerged as the fastest-growing sector. Within the global BFSI BPO market, insurance segment accounts for more than 25% share.

BPO is no longer an optional strategy but it is a strategic necessity. BPO industry has demonstrated its ability to reduce insurance back-office costs by 30% to 50%.

An understanding of the global insurance industry is necessary to comprehend the potential for insurance BPO services. This report contains a comprehensive overview of the global insurance industry with a special reference to the US, the UK and Australia.

## KEY POINTS DISCUSSED

- Non-voice offshore Insurance-BPO services industry in India
- Insurance industries in the US, the UK, and Australia
- The global outsourcing potential and the list of major outsourcing and willing to outsource insurance companies in US and UK
- Operational structure of insurance company
- Current & emerging Insurance process being outsourced
- Contribution of BFSI segment in total BPO revenues in India as well as break-up of voice and non-voice BFSI
- Outsourcing Potential – Why India?
- Issues and challenges faced by the industry
- An exclusive list of niche, captive and third party BPOs in India
- Recent insurance outsourcing contracts signed by Indian BPO vendors
- Profiles of Indian insurance BPO vendors and their respective functions – Company info, brief write –up, milestones, its competitors, revenues
- Future outlook – Offshore Non-voice Insurance BPO industry in the year ahead.

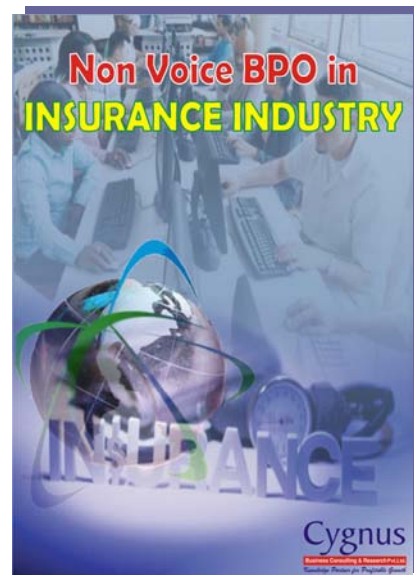
## REASONS WHY YOU SHOULD BUY THE REPORT

- sharpen the focus and identify new markets
- crystallizing strategic plans
- learning about outsourcing trends in the insurance industry.
- Gaining a comprehensive understanding of a fast-growing industry.

## FOR WHOM

- \* BPO with Insurance vertical
- \* Insurance companies
- \* Analyst
- \* Consultants
- \* BPO planning to enter into Insurance
- \* Govt. Dept.
- \* Students
- \* Entrepreneurs

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## PROVIDING YOU WITH

- Overview of Global & Indian BPO Industry
- Outsourcing Potential
- Outsourcing processes BPO in Insurance
- India as potential Outsourcing Hub
- Profiles of Major BPO Vendors in India
  - Captive Co's
  - Integrated IT Co's
  - Third Party

## DELIVERABLES

- Soft Copy – email or CD
- Hard Copy

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