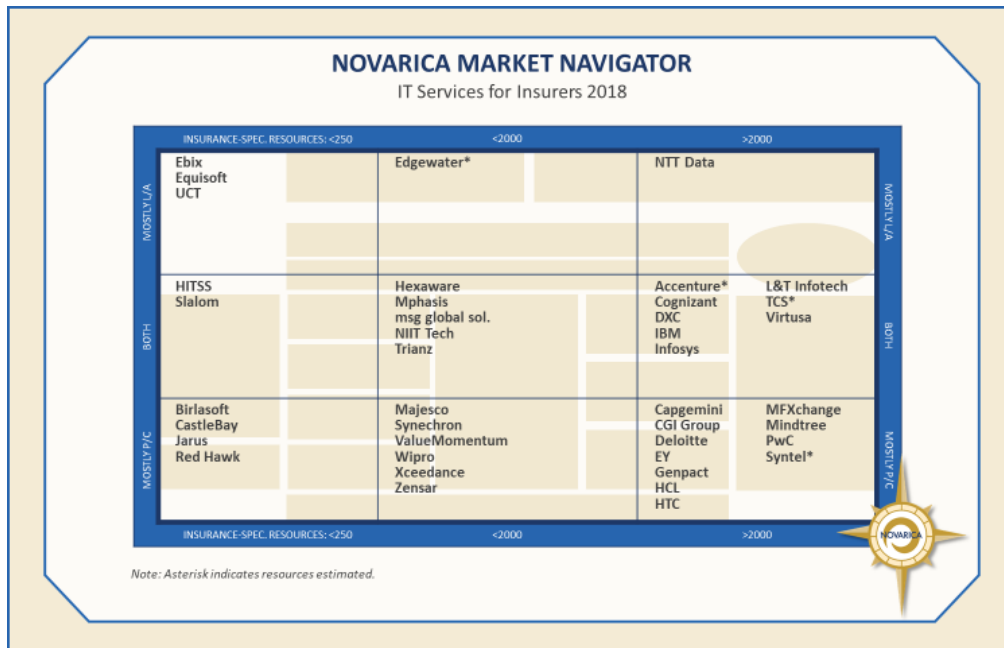


IT SERVICES PROVIDERS FOR INSURERS

JANUARY 2018



SUMMARY

This report provides an overview of 41 major IT services providers for North American insurers, with a focus on their experience levels in key functional areas. The information in this report was collected directly from the providers using a proprietary Novarica RFI. The report contains a brief profile of each vendor, including a chart detailing the provider’s experience levels in specific, targeted functions.

Providers include: Accenture, Birlasoft, Capgemini, The CastleBay Companies, CGI Group, Cognizant, Deloitte Consulting, DXC Technologies, Ebix Consulting, Edgewater Consulting, Equisoft, EY, Genpact, HCL Technologies, Hexaware Technologies, HITSS, HTC Global Services, IBM, Infosys Limited, Jarus Technologies, Larsen & Toubro Infotech, Majesco, MFXchange US, Mindtree, Mphasis, msg global solutions, NIIT Technologies, NTT Data, PwC, Red Hawk, Slalom, Synchro, Syntel, TCS, Trianz, UCT, ValueMomentum, Virtusa, Wipro Limited, Xceedance, and Zensar Technologies.

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INTRODUCTION

About this Report

This report is focused on IT services providers for insurers, including both ongoing application development and maintenance (ADM) services and project-based services.

It is designed to allow insurer CIOs and their teams to quickly familiarize themselves with each provider's organization, market position, client base, and areas of service. Where possible, each profile also provides a link to the LinkedIn profiles of each provider's key senior managers to give a more in-depth view of the personal experiences associated with their teams.

Novarica Market Navigator™ reports do not provide subjective analysis or render judgment on any providers. They are based on factual responses to a universal RFI distributed by Novarica and subsequent follow-ups with the vendors to validate and confirm responses. These reports do not make subjective judgements, since the fit between a potential provider and an insurer will be determined by the specific situation and needs of that insurer. Novarica provides these types of advisory consultations to more than 100 insurer clients through its retained advisory services.

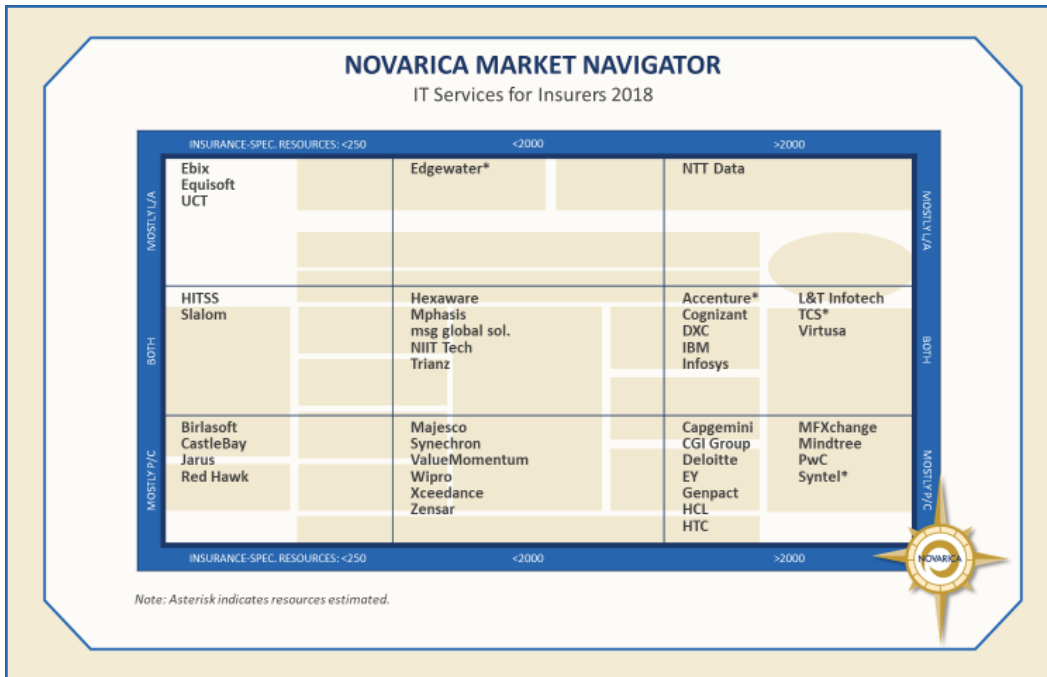
Novarica Market Navigator Graphic

The Novarica Market Navigator Graphic is designed to provide an overview of the vendors in a particular market space.

The Novarica Market Navigator map graphic provides a visual mapping of providers, positioned in a three-by-three matrix that indicates the type of insurer they commonly serve and (in this case) the size of the company's insurance-specific resource pool. For other reports that focus on software rather than services, the second axis indicates the number of live clients rather than the size of the provider. Within each section of the map, companies are listed alphabetically. Further details are available in the profiles of each provider.

In this map, providers that have primarily served life insurer clients are represented in the top row, those that have primarily served P/C clients in the bottom row, and those that have served both sectors essentially equally are in the center row. Those in the left column have the smallest insurance-specific teams, while those in the right column have the largest. For companies marked with an asterisk, Novarica estimated the size of their insurance-specific teams in the absence of direct information from the company.

Figure 1: IT Services for Insurers 2018



The background of the map is a watermark of the Novarica Core Systems Map, which is included for branding purposes.

NEXT STEPS AND RELATED RESEARCH

- Contact Novarica at client-support@novarica.com to set up a conversation to discuss this topic.
- Read related reports:
 - [Insurer IT Budgets and Projects 2018](#)
 - [The Novarica New Normal For P/C Insurers: 100 Data, Digital, and Core Capabilities](#)
 - [The Novarica New Normal For L/A Insurers: 100 Data, Digital, and Core Capabilities](#)
 - [Insurance IT Outsourcing Update](#)

ABOUT NOVARICA

Novarica helps more than 100 insurers make better decisions about technology projects and strategy through research, advisory services, and consulting.

We serve clients in life/annuity/retirement, property/casualty, workers' compensation, and reinsurance. Our clients range from Fortune 100 insurers to small regionals and specialty companies. Although most of our clients prefer us to keep their names confidential, a partial client roster includes Amica, GenRe, Penn Mutual, ProSight, SECURA, SunLife, and XL Catlin.

Our senior team has direct experience as senior IT executives at firms including AIG, Arbella, AXA, Guardian, Liberty Mutual, Marsh, Progressive, Prudential, and others.

We publish frequent, independent, in-depth research on trends, best practices, and vendors. Our research projects are directed by our senior team and leverage the knowledge of more than 300 insurer CIO members of our Research Council. All reports are available to our clients without seat license restrictions.

Our Strategy-as-a-Service advisory services provide on-demand phone and email consultations on any topic in insurance or technology (as well as full access to our library). Our clients have told us it's like having a team of experts down the hall for a flat annual fee that is a small fraction of the cost of a single employee.

Our consulting services include vendor selection, benchmarking, project assurance, and IT strategy development. They are based on our deep knowledge base, extensive relationships, personal experience, and proven methodologies. Our clients get rapid, actionable insights and guidance delivered directly by our senior team.

More information at www.novarica.com.

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LAST UPDATED: January 8, 2018