



Everest Group Cloud Services in Insurance PEAK Matrix® Assessment 2023

Focus on TCS
November 2023



Background of the research

The insurance industry has been relatively slower in terms of adopting digital measures, owing to the regulatory constraints and product complexities. However, to become risk mitigators, carriers are embracing the change. Emergence of the new world order has made it imperative to reevaluate the conventional business and technology processes, particularly during these rapidly evolving times. Moreover, with the exponential rise in claims costs and the unprecedented levels of underwriting losses during these challenging times, the need for value maximization, resource optimization, and achieving agility and scalability has become increasingly pressing.

Cloud has been one of the prominent technologies that insurers have embraced in the past. They are aware of the potential of the cloud, prompting them to strategize and build new business models that can survive an unpredictable future. Cloud technology has moved beyond being just a digital storage infrastructure. The latest cloud services are more aligned toward integrating advanced technologies such as AI/ML, IoT, blockchain, and data analytics to transform the insurance value chain. As insurers embark on their next growth phase, industry cloud is expected to drive the cloud spend to future-proof the technology estate, monetize data to generate alternate revenue streams, and rethink value delivery to end-customers. Service providers have also realized this market need and are rapidly enhancing their technical expertise, solutions, and capabilities in order to support insurers in all phases of their cloud-adoption journey.

In this research, we present an assessment and detailed profiles of 35 IT services providers for their cloud services capabilities featured on the [Cloud Services in Insurance PEAK Matrix® Assessment 2023](#). The assessment is based on Everest Group's annual RFI process for calendar year 2023, interactions with leading cloud services providers, client reference checks, and an ongoing analysis of the cloud services market.

The full report includes the profiles of the following leading 35 service providers featured on the Cloud Services in Insurance – Services PEAK Matrix® :

- **Leaders:** Accenture, Capgemini, Cognizant, Deloitte, EY, HCLTech, IBM, Infosys, LTIMindtree, PwC, TCS, and Wipro
- **Major Contenders:** Atos, Cloud4C, Coforge, DXC Technology, Fujitsu, Genpact, GFT Technologies, Hitachi Vantara, HTC Global Services, Kyndryl, Mphasis, NTT DATA, Quantiphi, Tech Mahindra, ValueMomentum, Virtusa, and Zensar Technologies
- **Aspirants:** 3i Infotech, Aggne, Aspire Systems, Exavalu, Happiest Minds, and Xceedance

Scope of this report



Geography
Global



Providers
35 leading cloud services providers



Services
Cloud services

Cloud Services in Insurance PEAK Matrix® characteristics

Leaders

Accenture, Capgemini, Cognizant, Deloitte, EY, HCLTech, IBM, Infosys, LTIMindtree, PwC, TCS, and Wipro

- Leaders have a strong global presence and delivery capabilities that enable them to scale as per requirement, present an opportunity to the clients to utilize talent with broad skillsets, and address evolving technology patterns
- Leaders offer strong domain knowledge and scaled digital, cloud, data, and engineering expertise, with a strategic focus on assisting insurers achieve business outcomes, value maximization, and cost optimization through their cloud investments
- All Leaders have built a strong and comprehensive partnership ecosystem consisting of hyperscalers, third-party data and analytics providers, InsurTechs, etc., along with investments in gaining specializations and certifications; as well as building capabilities through acquisitions of niche boutique firms to drive the innovation agenda
- Leaders are investing in driving extensive thought leaderships and launching forward-looking market stance across insurance LoBs (personal and commercial lines, life and annuity, retirements and pensions, and reinsurance), which reinforces their position as a strategic partner for insurers
- Leaders offer mature full-stack industry cloud capabilities to support insurers in end-to-end cloud transformation, modernization, and complex workload migration. They are also investing in building differentiated LoB-specific playbooks, capabilities, and credentials across hybrid and multi-cloud solutions, data analytics and sovereignty, cloud sustainability, and next-generation themes on cloud to offer a holistic solution

Major Contenders

Atos, Cloud4C, Coforge, DXC Technology, Fujitsu, Genpact, GFT Technologies, Hitachi Vantara, HTC Global Services, Kyndryl, Mphasis, NTT DATA, Quantiphi, Tech Mahindra, ValueMomentum, Virtusa, and Zensar Technologies

- Major Contenders have built meaningful cloud capabilities focusing on specific parts of the value chain and LoBs; however, they lack a balanced portfolio to tap the opportunity of offering holistic insurance cloud
- They have made targeted investments to expand footprint in high-growth regions and are partnering with hyperscalers for joint-GTM motions and augmenting their capabilities

Aspirants

3i Infotech, Aggne, Aspire Systems, Exavalu, Happiest Minds, and Xceedance

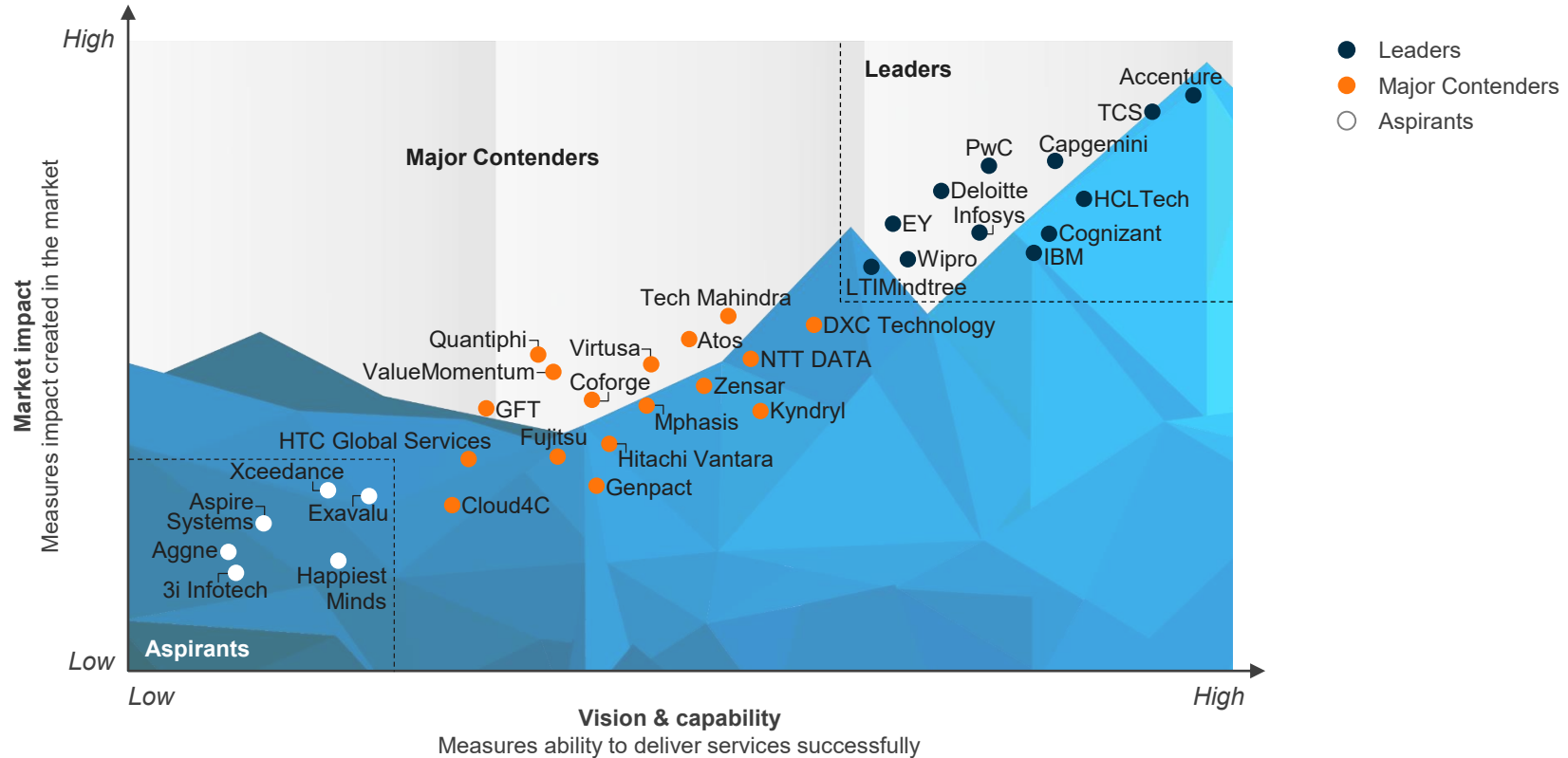
- Aspirants are investing in building broader cloud capabilities across a horizontal stack, as well as focusing on core systems modernization to bring an insurance-specific flavor
- Some of the Aspirants are focusing on building local capabilities and geography-specific partnerships to offer proximity-based delivery model and resources close to the client location

Everest Group PEAK Matrix®

Cloud Services in Insurance PEAK Matrix® Assessment 2023 | TCS is positioned as a Leader



Everest Group Cloud Services in Insurance PEAK Matrix® Assessment 2023¹



¹ Assessments for Atos, Cloud4C, Coforge, Deloitte, DXC Technology, IBM, and Virtusa excludes service provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interactions with insurance buyers. For these companies, Everest Group's data for assessment may be less complete
Source: Everest Group (2023)

TCS profile (page 1 of 4)

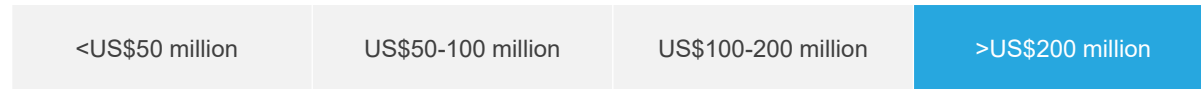
Overview

NOT EXHAUSTIVE

Vision for cloud services in insurance practice

TCS aims to be a trusted cloud transformation partner for insurers in implementing core and non-core transformation programs across the insurance value chain and business lines, delivering non-linear value and dependable outcomes. By unleashing the power of the cloud, it seeks to help insurers enhance customer experience, improve top-line growth, increase operational efficiency, and innovate new business models in purpose-led ecosystems that contribute to a sustainable business.

Revenue attributed to cloud services portfolio for insurance clients (CY 2022)¹



Number of active insurance clients that have engaged for cloud services (CY 2022)¹



Delivery footprint¹

Ranges for FTEs: <50, 50-100, 100-500, >500

Region	Key cities	No. of FTEs
North America	New York, Atlanta, Boston, Texas, and Cincinnati	N/A
United Kingdom	London, Edinburgh, Bristol, Manchester, and Letterkenny	N/A
Europe	Amsterdam, Stockholm, Dusseldorf, Brussels, and Zurich	N/A
Asia Pacific	Chennai, Bangalore, Pune, Sydney, and Singapore	N/A
Latin America	Guadalajara, Bogota, and Mexico City	N/A
Middle East & Africa	Dubai, Riyadh, Johannesburg, and Cape Town	N/A

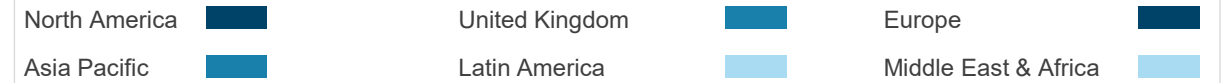
Low (<15%) Medium (15-30%) High (>30%)

Revenue mix for cloud services portfolio in insurance (CY 2022)

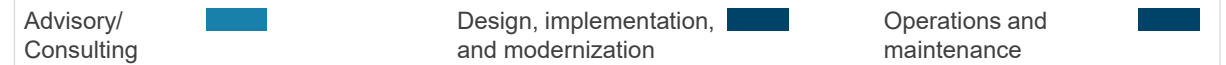
By Line of Business (LoB)¹



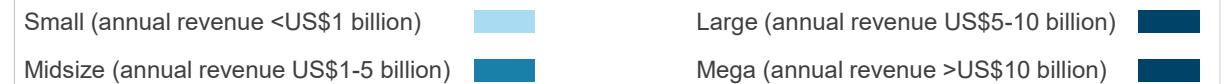
By geography¹



By services scope¹



By buyer size¹



Key partnerships with hyperscalers

Ranges for FTEs: <50, 50-200, >200

Cloud technology provider	Partnership details/status/tier (if relevant)	No. of FTEs
Amazon Web Services	Global premier partner	N/A
Microsoft Azure	Gold competency partner	N/A
Google Cloud Platform	Premier global cloud partner	N/A
IBM Cloud	Platinum level partner	N/A
Oracle Cloud	Diamond level partnership	N/A

¹ As per Everest Group estimates

TCS profile (page 2 of 4)

Key investments

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Key investments in proprietary solutions/tools/frameworks and talent/CoE	
Solutions/Tools/Frameworks	Details
Cloudonomy™ (TCS Connected Cloud Canvas Platform)	An industry-oriented cloud platform, built on the three-horizon transformation foundation, which assists in maximizing cloud value, enables clients to explore differential opportunities with the cloud, helps to ideate new business models, and evolve the cloud ecosystem for growth
Business domain-led advisory for insurance cloud transformation	Provides consulting assets including questionnaires and inhouse methodologies to assess insurance applications and decide on moving them to the cloud; it also provides approaches and recommendations regarding the cloud and cloud model type, i.e., movement to the public cloud, private cloud, hybrid, and SaaS
CloudCover	A parametric insurance platform, offered as a Service on AWS, which allows Insurers to create viable products across businesses for the insured, simplifying claim payouts through a trusted blockchain ecosystem
GCP - G-skool	TCS Google Business Unit (GBU) has made investments to promote peer-to-peer coaching and mentoring through structured and organic interactions; this model has accelerated certification achievement with GBU having 3,700+ certifications across GCP currently
TCS Cloud Dance Program	Through this program, TCS made significant investments to train its associated across AWS, Azure, and GCP; around 5,000 associates are trained in a year

Other key investments in acquisitions, JVs, and partnerships (such as SI, consulting services, and SaaS platform/product and solution partners)	
Partnerships/Acquisitions/JVs	Details
Hyperscalers – public cloud providers	TCS has a partnership as a reseller and consulting, implementation, and integration services provider for AWS, Microsoft Azure, and Google Cloud, with significant investments into a scaled cloud technology-certified talent pool.
Guidewire	TCS is a Guidewire PartnerConnect™ Consulting Advantage partner to provide consulting and implementation services to P&C insurance organizations globally.
VMWare	TCS has a Premier partnership with VMWare.
Cloud Innovation Garage	TCS has partnered with Microsoft and Google to build the Cloud Innovation Garage for their respective cloud units. These work very closely with corporate R&I, service lines, and cloud product engineering to evangelize new products and technologies for TCS industry units and customers.
Labs and innovation centers	In addition to the 183 solution centers across 21 countries, 30+ Innovation Labs, and 1,000+ Agile delivery centers, TCS has been investing in creating a network of TCS Pace Port™ Hubs in all its major markets. These co-innovation and advanced research centers consist of TCS COIN™ accelerators, agile workspaces, academic research labs and digital libraries, innovation showcases, and rapid labs.

TCS profile (page 3 of 4)

Case studies

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Case study 1	Modernized claims processing platform
<p>Business challenge</p> <ul style="list-style-type: none"> • A leading European insurer had large claim volumes from a wide and varied customer base • The client required a unified international claims processing platform • Multiple policy management systems in the landscape • A new administration platform being envisioned to handle these scenarios • Customer inclination toward modern technology stack including cloud offerings with cost-effective ownership <p>Solution</p> <p>Built a unified claims processing platform for which TCS:</p> <ul style="list-style-type: none"> • Performed a requirement analysis in collaboration with Microsoft • Performed a feasibility study on the claims feed process followed by a pilot project to onboard a partner with a generic format • Developed a durable storage solution for housing business transactions on the Azure SQL database • Enabled E2E automation using Azure DevOps CI/CD pipelines for minimum time-to-market <p>TCS developed a Connection Platform (CoPa) for faster onboarding of digital features:</p> <ul style="list-style-type: none"> • Hosted on GCP Container-as-a-Service (CaaS) • ML-based process for business services onboarding, enabling faster integration with enterprise landscape • Automated DevOps, SecOps, logging, and monitoring <p>Impact</p> <ul style="list-style-type: none"> • Expedited the partner onboarding for claims and eligibility feed processing via different channels at faster rates • Delivered a cost-effective solution by providing a pay-as-you-go cost plan • Leveraged iPaaS services, with resulted in low cost of ownership (25% license renewal cost savings), and enhanced availability • Enabled continuous release management process and timely releases 	










Case study 2	Enabled cloud-led business transformation
<p>Business challenge</p> <p>A US insurance major wanted to:</p> <ul style="list-style-type: none"> • Simplify and modernize the technology environment to reduce the run cost • Build the foundation for the future, accelerate the move to the cloud, and establish a target operating model to drive business agility, speed, and efficiency • Uplift employee and developer experience through DevSecOps and AIOps implementation and service desk optimization <p>Solution</p> <p>TCS partnered with AWS and the client on discovery, assessment, cloud foundation enablement, and operating model transformation, followed by setting up a transformation management office and factory mode migration to the cloud for the data and applications.</p> <p>Impact</p> <ul style="list-style-type: none"> • Provided strategic advisory in end-to-end assessment catering to four transformation levers – modernization, simplification, automation, and operations model transformation • Developed a value case with the articulation of investments and savings with a five-year execution roadmap • Identified opportunities to modernize technology to drive business agility, foster business growth, and drive innovation, as part of the roadmap • Enabled the structural enhancements needed to achieve better resiliency, stability, and disaster recovery • Enabled a robust foundation setup, integrated modernization factory with a pattern-based migration approach for maximized automation, and enabled standardization and scale 	

Case study 3	Enabled cloud transformation
<p>Business challenge</p> <p>A leading US insurer wanted to:</p> <ul style="list-style-type: none"> • Transition on-premise IT Infrastructure and applications to the cloud • Lower IT expenses, reduce delivery time, and improve quality through self-service, standardization, and automation, and adapt to business demand and growth • Improve operations through optimized DR, digital monitoring, and centralized log mechanism <p>Solution</p> <ul style="list-style-type: none"> • Performed application assessment for cloud fitment • Derived a cloud service and deployment model • Formulated a high-level cloud migration strategy • Provided recommendations at the business unit level • Enabled a factory approach for upgradation, remediation, and migration • Facilitated infrastructure optimization through automation in computing, storage, and network <p>Impact</p> <ul style="list-style-type: none"> • Performed 300+ applications assessment and finalized 140+ applications for cloud fitment • Provided the application-level fitment report along with migration strategies • Executed cloud migration in a factory approach and seamlessly migrated around 100 applications, including homegrown and COTS • Achieved US\$3.7 million infrastructure cost benefits through cloud migration and decommissioned till this point in the journey • Achieved US\$1.32 million in savings from PoC on open-source implementation and Oracle to SQL migration 	

TCS profile (page 4 of 4)

Everest Group assessment – Leader

Measure of capability:  Low  High

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

Strengths

- TCS has a strong value proposition and cloud transformation strategy around smart orchestration of applications, technology, and data to create a smart cloud; while enabling insurers to build a digital core, and focus on purpose-led cloud migration/modernization to drive value maximization aligns well with the current insurers’ demands
- TCS has typically built on its land and expand strategy to onboard clients for services related to one aspect/LoB and successfully gain wallet share across all the major clients’ cloud-related high-value workstreams. TCS has showcased its consulting-led integration approach, deep domain expertise, and solutions contextualization as per requirement
- Meaningful investments in building a comprehensive partner ecosystem including public and private cloud providers, and SaaS platform providers, along with strong relationship with hyperscalers to steer joint go-to-market motions has helped them garner mindshare
- Robust set of horizontal cloud solutions, as well as vertical focus through their TCS BaNCS Insurance Cloud offering, an end-to-end core insurance administration platform helping insurers leverage cloud-native capabilities

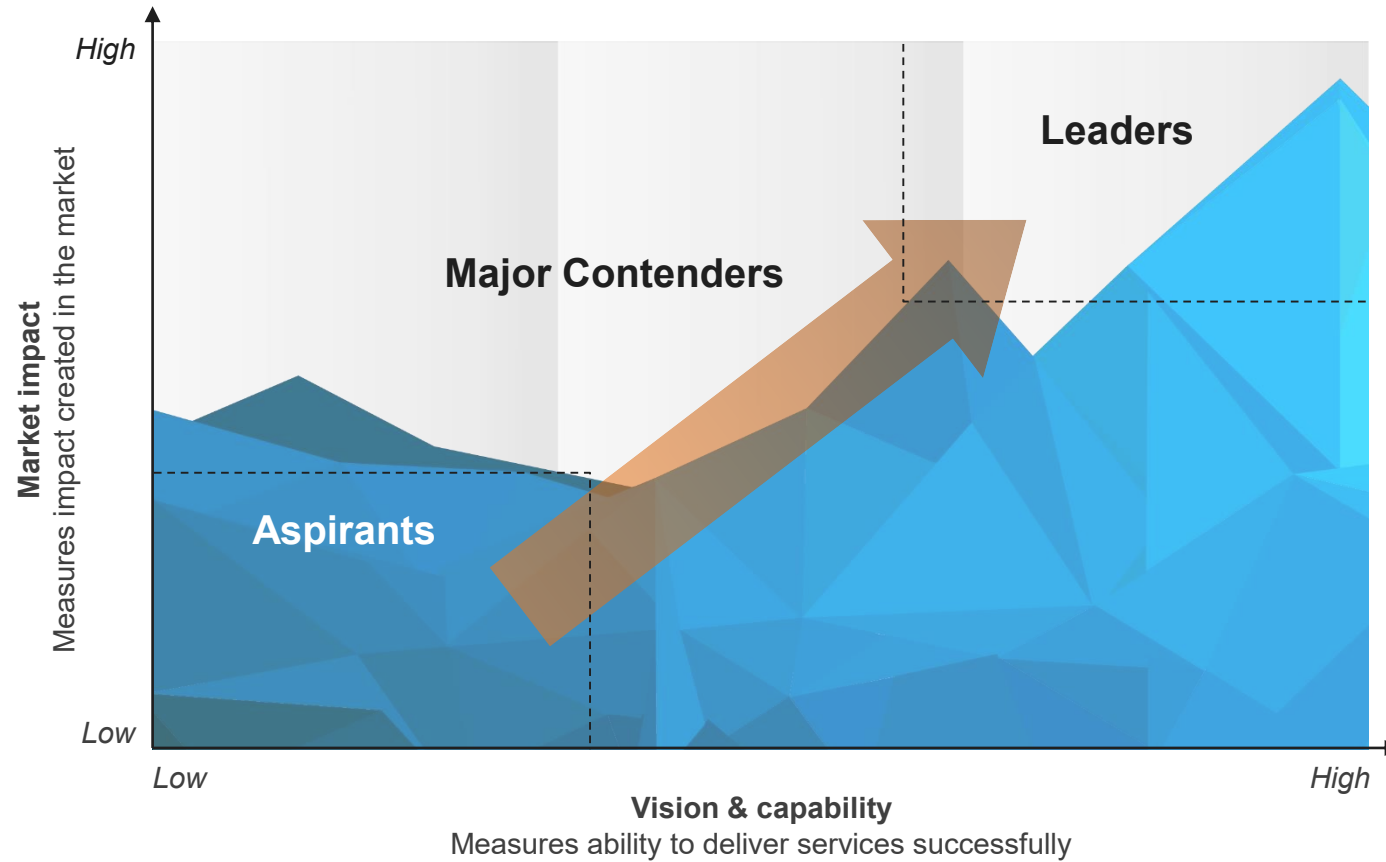
Limitations

- Some clients have expressed the need for TCS to invest more in building industry cloud offerings focused on the insurance industry lines of business, specifically across personal and commercial lines; as well as enabling intelligent workflows on cloud
- While TCS is investing in onshore locations, some clients have expressed the need for TCS to improve client proximity by having a higher onshore/nearshore delivery presence to drive benefits of localization
- Lacks a robust InsurTech partnership ecosystem; there is need for it to engage more with InsurTechs to drive the cloud-related innovation agenda for carriers, and get access to the extensive domain capabilities, as well as help carriers build newer innovative business models

Appendix

Everest Group PEAK Matrix® is a proprietary framework for assessment of market impact and vision & capability

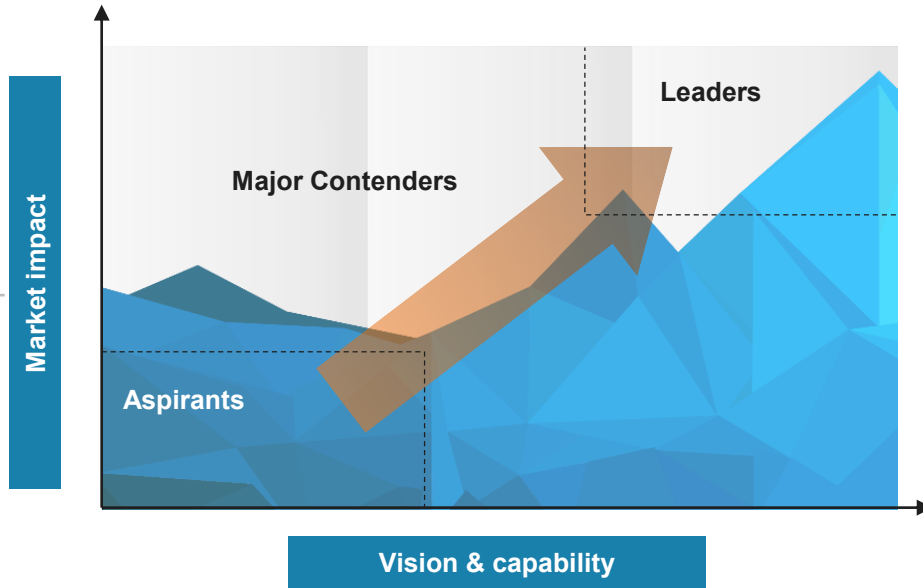
Everest Group PEAK Matrix



Services PEAK Matrix® evaluation dimensions

Measures impact created in the market – captured through three subdimensions

- Market adoption**
Number of clients, revenue base, YoY growth, and deal value/volume
- Portfolio mix**
Diversity of client/revenue base across geographies and type of engagements
- Value delivered**
Value delivered to the client based on customer feedback and transformational impact



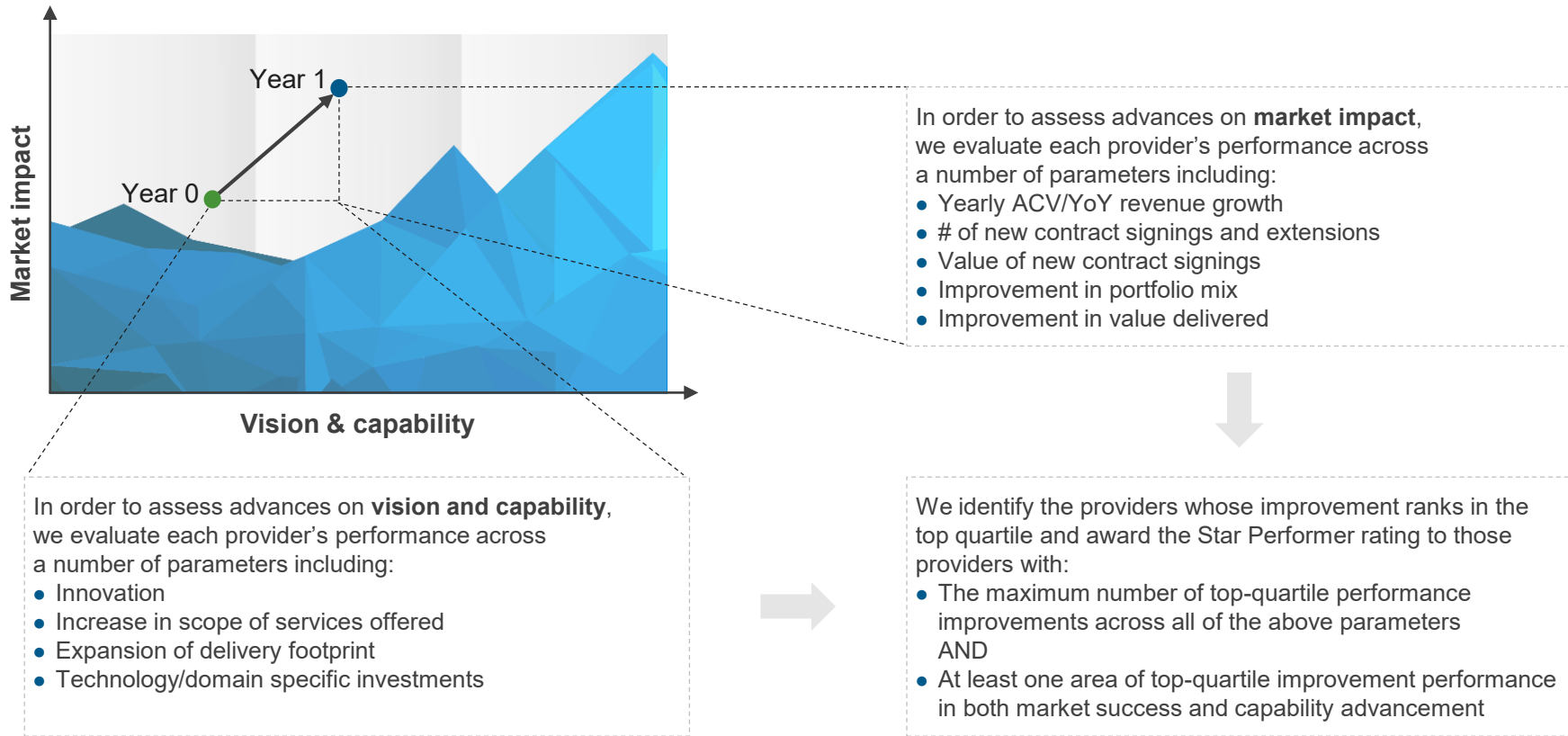
Measures ability to deliver services successfully. This is captured through four subdimensions

- Vision and strategy**
Vision for the client and itself; future roadmap and strategy
- Scope of services offered**
Depth and breadth of services portfolio across service subsegments/processes
- Innovation and investments**
Innovation and investment in the enabling areas, e.g., technology IP, industry/domain knowledge, innovative commercial constructs, alliances, M&A, etc.
- Delivery footprint**
Delivery footprint and global sourcing mix

Everest Group confers the Star Performers title on providers that demonstrate the most improvement over time on the PEAK Matrix®

Methodology

Everest Group selects Star Performers based on the relative YoY improvement on the PEAK Matrix



The Star Performers title relates to YoY performance for a given vendor and does not reflect the overall market leadership position, which is identified as Leader, Major Contender, or Aspirant.

FAQs

Does the PEAK Matrix® assessment incorporate any subjective criteria?

Everest Group's PEAK Matrix assessment takes an unbiased and fact-based approach that leverages provider / technology vendor RFIs and Everest Group's proprietary databases containing providers' deals and operational capability information. In addition, we validate/fine-tune these results based on our market experience, buyer interaction, and provider/vendor briefings.

Is being a Major Contender or Aspirant on the PEAK Matrix, an unfavorable outcome?

No. The PEAK Matrix highlights and positions only the best-in-class providers / technology vendors in a particular space. There are a number of providers from the broader universe that are assessed and do not make it to the PEAK Matrix at all. Therefore, being represented on the PEAK Matrix is itself a favorable recognition.

What other aspects of the PEAK Matrix assessment are relevant to buyers and providers other than the PEAK Matrix positioning?

A PEAK Matrix positioning is only one aspect of Everest Group's overall assessment. In addition to assigning a Leader, Major Contender, or Aspirant label, Everest Group highlights the distinctive capabilities and unique attributes of all the providers assessed on the PEAK Matrix. The detailed metric-level assessment and associated commentary are helpful for buyers in selecting providers/vendors for their specific requirements. They also help providers/vendors demonstrate their strengths in specific areas.

What are the incentives for buyers and providers to participate/provide input to PEAK Matrix research?

- Enterprise participants receive summary of key findings from the PEAK Matrix assessment
- For providers
 - The RFI process is a vital way to help us keep current on capabilities; it forms the basis for our database – without participation, it is difficult to effectively match capabilities to buyer inquiries
 - In addition, it helps the provider/vendor organization gain brand visibility through being included in our research reports

What is the process for a provider / technology vendor to leverage its PEAK Matrix positioning?

- Providers/vendors can use their PEAK Matrix positioning or Star Performer rating in multiple ways including:
 - Issue a press release declaring positioning; see our [citation policies](#)
 - Purchase a customized PEAK Matrix profile for circulation with clients, prospects, etc. The package includes the profile as well as quotes from Everest Group analysts, which can be used in PR
 - Use PEAK Matrix badges for branding across communications (e-mail signatures, marketing brochures, credential packs, client presentations, etc.)
- The provider must obtain the requisite licensing and distribution rights for the above activities through an agreement with Everest Group; please contact your CD or [contact us](#)

Does the PEAK Matrix evaluation criteria change over a period of time?

PEAK Matrix assessments are designed to serve enterprises' current and future needs. Given the dynamic nature of the global services market and rampant disruption, the assessment criteria are realigned as and when needed to reflect the current market reality and to serve enterprises' future expectations.



Everest Group is a leading research firm helping business leaders make confident decisions. We guide clients through today's market challenges and strengthen their strategies by applying contextualized problem-solving to their unique situations. This drives maximized operational and financial performance and transformative experiences. Our deep expertise and tenacious research focused on technology, business processes, and engineering through the lenses of talent, sustainability, and sourcing delivers precise and action-oriented guidance. Find further details and in-depth content at www.everestgrp.com.

Stay connected

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

Toronto
canada@everestgrp.com
+1-214-451-3000

Website
everestgrp.com

Social Media
 [@EverestGroup](https://twitter.com/EverestGroup)
 [@Everest Group](https://www.linkedin.com/company/everest-group)
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