



# Everest Group PEAK Matrix<sup>®</sup> for Digital Claims in Property and Casualty (P&C) Insurance Solution Provider 2023

Focus on DXC Technology  
December 2022



## Background of the research

P&C insurers globally are facing a complex situation where-in their customers are increasingly demanding an Amazon-like experience, while internally their operations are plagued by workflow complexities owing to multiple intermediaries and legacy systems, leading to high turnaround time, information leakages, frauds, and ultimately a sub-par customer experience. In the quest to set up a digital-first operating model, insurers started with the digitalization of their sales & distribution operations but soon shifted their focus on building low-touch and seamless core operations such as claims management. There is a heightened focus on generating superior efficiency, leveraging more data and ecosystem insights to identify fraud, and most importantly improving the claims ratio by building predictive and preventive capabilities.

In this research, we present an assessment of 17 digital claims solution providers featured on the digital claims in P&C insurance solutions PEAK Matrix®. The assessment is based on Everest Group's annual RFI process for the calendar year 2021, incremental updates sought from the solution providers in 2022, interactions with leading digital claims solution providers, client reference checks, and ongoing analysis of the digital claims solution market.

The full report includes the profile of **DXC Technology** as featured on the [Digital Claims in Property and Casualty \(P&C\) Insurance – Solutions PEAK Matrix® Assessment 2023](#)

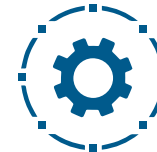
### Scope of this report



**Geography**  
Global



**Solution providers**  
17



**Solution assessed**  
Digital claims for P&C insurance

## Digital claims in Property and Casualty (P&C) insurance – solutions PEAK Matrix® provider characteristics

### Leaders:

Accenture, Appian, Duck Creek Technologies, DXC Technology, Guidewire, and Mendix

- Leaders have showcased an end-to-end digital claims solutions portfolio with advanced capabilities across core functions such as claims notification, adjudication, and settlement to fulfill P&C carrier needs across the claims value chain
- Leading providers have continuously invested in building and integrating solution accelerators, IP/assets, and offer comprehensive data management capabilities to handle unstructured and IoT data to significantly enhance touchless claims handling
- In addition to enhancing customer experience, leading providers are also focusing on improving retention rates of customers through digital intake and omnichannel capabilities

### Major Contenders:

Capgemini, HCLTech, Infosys, Majesco, Mindtree, Mphasis, Quantiphi, and Zensar Technologies

- Major Contenders have developed a specialization in select core claims functions and are currently ramping up their capabilities across the claims value chain
- Major Contenders offer support across a few P&C product types such as (personal and auto insurance) currently and are on the journey to build off-the-shelf coverage across new product types and features
- Most of these providers have a robust ecosystem of partners allowing carriers to seamlessly integrate with ancillary technology/solution partners and enhance capabilities across high-potential use cases such as claims reporting and dashboarding, fraudulent claims detection, claim loss type classification, and claims auto adjudication

### Aspirants:

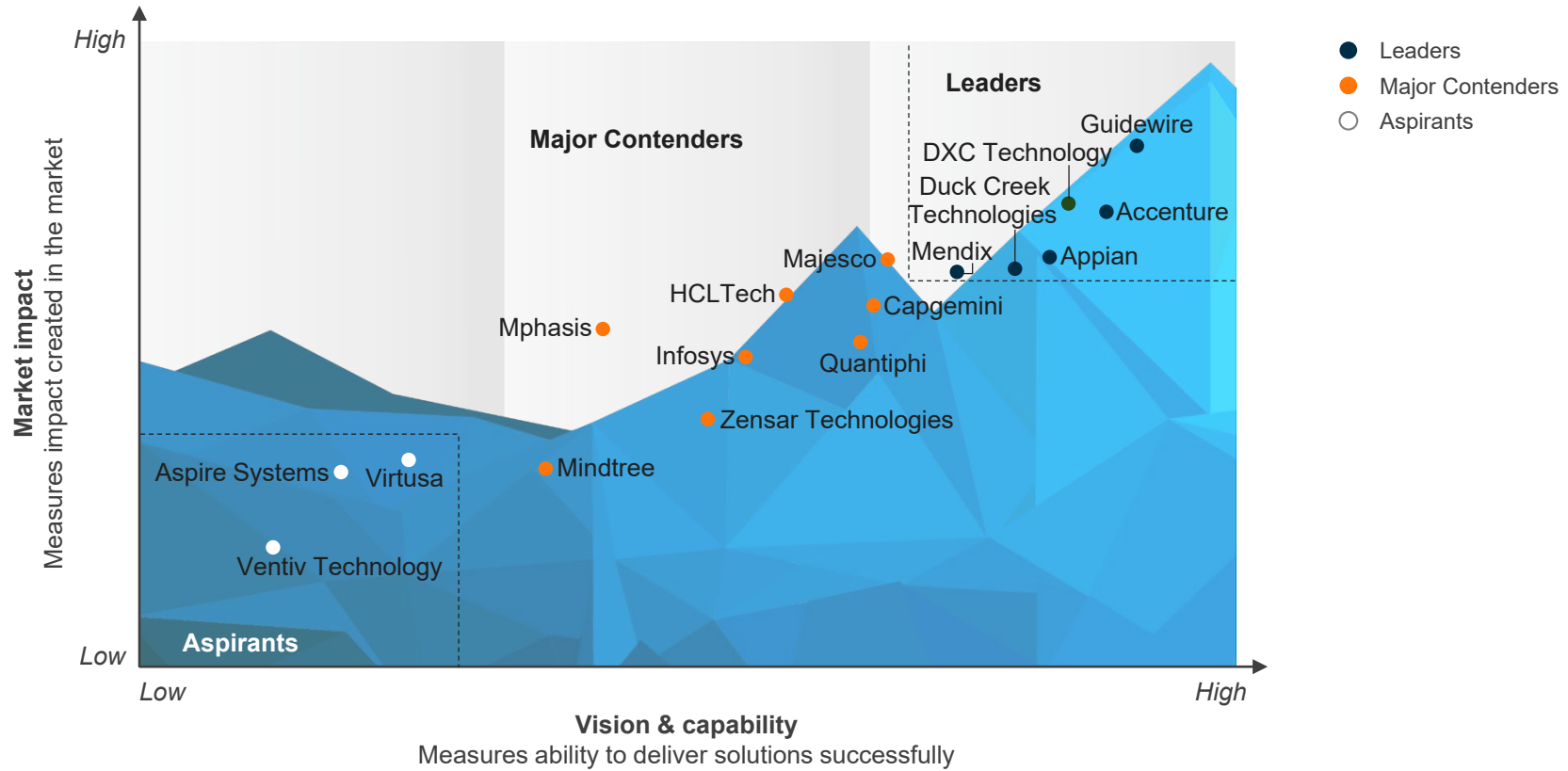
Aspire Systems, Ventiv Technology, and Virtusa

- Aspirants have relatively nascent offerings around the core functions of claims value chain
- These providers differentiate from peers via the speed of low-code configurability, enabling P&C firms to manage complex processes with ease
- These providers have developed a niche with respect to serving a particular client type or have a client portfolio skewed across select geographies and lines of businesses

# Everest Group PEAK Matrix®

## Digital Claims in Property and Casualty (P&C) Insurance – Solutions PEAK Matrix® Assessment 2022 | DXC Technology positioned as Leader

Everest Group Digital Claims in Property and Casualty (P&C) Insurance – Solutions PEAK Matrix® Assessment 2022<sup>1, 2</sup>



1 Assessment for Mindtree, Ventiv Technology, and Virtusa excludes vendor inputs in this study and is based on Everest Group’s estimates that leverage its proprietary data sets, ongoing coverage of these providers, their public disclosures, and interactions with enterprises. For these companies Everest Group’s data for assessment may be less complete

2 Analysis for Mindtree is based on its capabilities before its merger with LTI

Source: Everest Group (2022)

# DXC Technology | digital claims solution in P&C insurance profile (page 1 of 5)

## Overview

### Vision

DXC Technology aims to assist customers in their digital transformation journey through its Assure Claims. It assists P&C carriers to enable digital experiences by making the system accessible for data analytics, integrations, third-party access via API library. The agile methodology that DXC follows for both developing and implementing makes it easier for carriers to embark on their digital journey quicker. It envisions to launch a benchmarking initiative around litigation that will allow customers to compare legal spend trends among their peers.

### Digital claims solution revenue from P&C insurance clients (2020)<sup>1</sup>

<US\$5 million	US\$5-15 million	US\$15-30 million	US\$30-50 million	>US\$50 million
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### Digital claims solution revenue growth from P&C insurance clients (2020)

<5%	5-10%	10-15%	15-20%	>20%	N/A
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### Number of active digital claims solution P&C insurance clients (2020)

<3	3-6	6-10	10-15	>15	N/A
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### Digital claims solution revenue mix (US\$ million)

Low (<10%) Medium (10-25%) High (>25%)

Revenue by offerings					
Licensing revenue	N/A	Services revenue	N/A	Others	N/A

Services revenue by service type			
Support and maintenance services	N/A	Implementation services	N/A
Consulting services	N/A	Others	N/A

Revenue by carrier size <sup>1</sup>			
Small (annual revenue <US\$1 billion)	Medium (annual revenue US\$1-5 billion)	Large (annual revenue US\$5-10 billion)	Mega (annual revenue >US\$10 billion)

Revenue by line of business <sup>1</sup>			
Personal lines	Commercial lines	Specialty lines	

Revenue by geography <sup>1</sup>			
North America	United Kingdom and Ireland	Europe (excludes UKI)	Latin America
	Asia Pacific	Middle East and Africa	

Pricing models leveraged to deliver digital claims solution projects (2020)			
FTE-based	Transaction-based	Business outcome-based	Others

<sup>1</sup> Based on Everest Group estimates

# DXC Technology | digital claims solution in P&C insurance profile (page 2 of 5)

## Key success stories

### Case study 1

#### Ohio Mutual Insurance Group

##### Business challenge

The client had a legacy system that was not internet facing, was hard to communicate with, and made training of new users a difficult task.

##### Solution

- Offered DXC Assure Claims as a path to digital transformation
- Assisted the customer migrate off the legacy platform completely
- Used APIs to open up the communication pathways, allowing OMIG to create its own entry points
- Made the system fully internet-enabled, allowing remote work and third-party access to the system

##### Key outcomes delivered

- The client registered minimal impact during COVID-19 by sending the claim staff home
- The solution decreased training needs, provided greater system insights, and facilitated better communication

### Case study 2

#### Crawford & Company/Broadspire

##### Business challenge

The client had a rigid client server-based claims system and multiple integration points using dated batch feed processes. There was no digital presence or access into the claims system.

##### Solution

- DXC Assure Claims became the center point for a digital transformation
- Over 300 integration points were updated to embrace API-enabled communication methods
- Over 2,000 claim handlers were trained on the new system with minimal follow-up needed
- System maintenance became a standard practice and not an emergency scenario

##### Key outcomes delivered

- Reduced manual efforts and custom development
- Digital FNOL entry was made available
- Base upgrades were made available to remain current

# DXC Technology | digital claims solution in P&C insurance profile (page 3 of 5)

## Solution capabilities

■ OOTB / configurable within platform
 ■ In development/planned for future
 ■ Available via partners
 ■ Not available
 ■ Unable to disclose

<b>Claims notification</b>	Omnichannel FNOL receipt	Device-agnostic application features	Automated FNOL registration	AI image recognition for loss estimation
	Intelligent document processing	Automated complexity scoring	Dynamic case management	Real-time integration with third-party systems
<b>Claims adjudication</b>	Claims fraud detection through predictive analytics		Automated checking of third-party databases for claims data validation	
	Automated payment processing	Support for diverse modes of payment	Electronic payment to beneficiary	
<b>Claims settlement</b>	Consumer and agent self-service portals	Digital auditing of consumer activity	Analytics-driven real-time insights	Real-time dashboarding
	Pre-built product libraries with product cloning capabilities for product launch		Digital outreach solutions using chatbot and ML	
	Multi-language, multi-currency support		Data privacy and security policy assignment	

### Planned enhancements to add new feature/functionality within the next 12-24 months

Description	Comments
AI	DXC has partnered with multiple AI vendors on behalf of customers to provide insight into their claims process.
Automation/RPA	DXC has base features for assisting customers in creating straight through processing options for claims. Assure claims has factors for claim value, LoB, jurisdiction, and claim handler.
Blockchain	DXC is working with the RiskStream alliance on the FNOL blockchain initiative.

## DXC Technology | digital claims solution in P&C insurance profile (page 4 of 5)

### Key investments and partnerships

#### Key investments (e.g., mergers and acquisitions, joint ventures, talent development, acquisitions, etc.) to enhance digital claims capabilities

Description	Investment type	Comments
Financial Crimes Intelligence (FCI)	Joint venture	Solution incorporates advanced analytics and investigative analysis throughout the life cycle of counter-fraud operations, with powerful ML models for fraud detection, and IBM Watson tools that enable clients to train new AI models for counter-fraud efforts.
Virtual Clarity	Acquisition	DXC acquired Virtual Clarity to accelerate IT modernization for large-scale enterprise clients.
Bluleader	Acquisition	DXC acquired Bluleader to deliver Customer Experience (CX) solutions.

#### Key partnerships (e.g., consulting, SI partners, and solution development partners) to enhance digital claims capabilities











Description	Partnership type	Comments
Sisense	Solution development	Sisense is the chosen analytics provider for DXC core insurance software. Dashboards and reporting are deployed on the Sisense platform using DXC system data.
360 Globalnet	Solution development	Partnership to enable claimant self-service/FNOLdata capture. 360 Globalnet allows for a customized user experience using mobile devices to ingest claim evidence.
AWS	Solution development	AWS works closely with DXC to provision the fit environments for carriers, bring their systems to cloud, and maximize performance while minimizing the cost needed to support multiple testing, training, and production sites.



# DXC Technology | digital claims solution in P&C insurance profile (page 5 of 5)

## Everest Group assessment – Leader

Measure of capability:  Low  High

Market impact				Vision & capability					
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Services capability	Innovation and investments	Engagement and commercial model	Overall
									

### Strengths

- OOTB support for all major product types across P&C insurance lines of businesses; this has resulted in a well-balanced and diversified revenue mix coming in from different geographies and client segments
- Multiple success proof points demonstrating optimization of claims management costs
- Meaningful investments in expanding partnership ecosystem to enhance features/functionality coverage; key examples include its collaboration with ViewPost for electronic payments, 360 GlobalNet for self-service features, SiSense for customer analytics, and Xybion for document management
- Clients have appreciated DXC Assure Claims for user experience and ease of navigation to access/monitor various stages in the claims life cycle, robust reporting engine, and litigation management capabilities

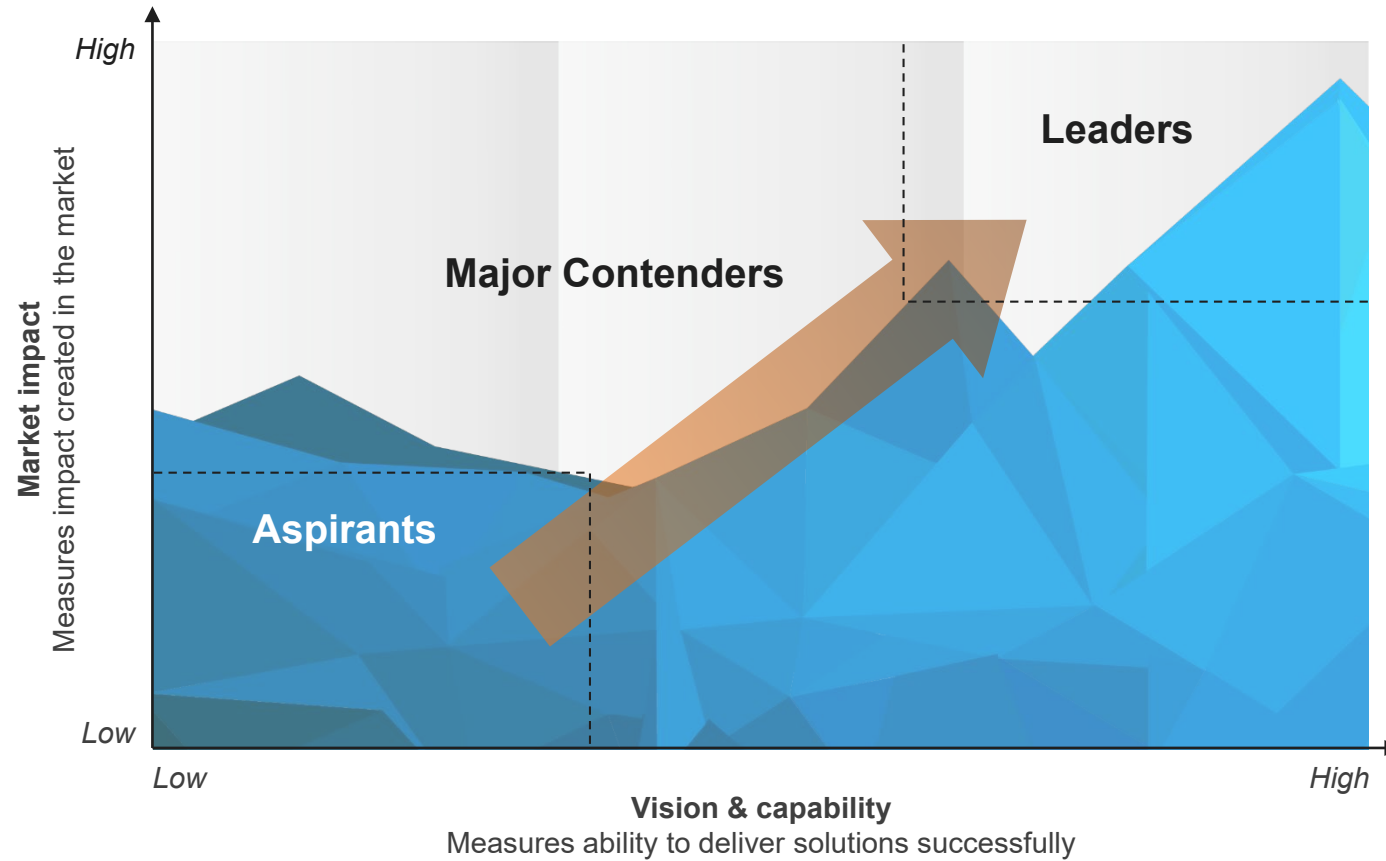
### Limitations

- Compared to other Leaders, OOTB support for multiple features leveraging advanced analytics and AI technology is missing; this includes AI-based image recognition for loss estimation, intelligent claims document processing, and AI-based scoring of claims complexity
- Disproportionate focus on the US midsize insurance clients will limit growth from emerging markets and European insurers

# Appendix

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

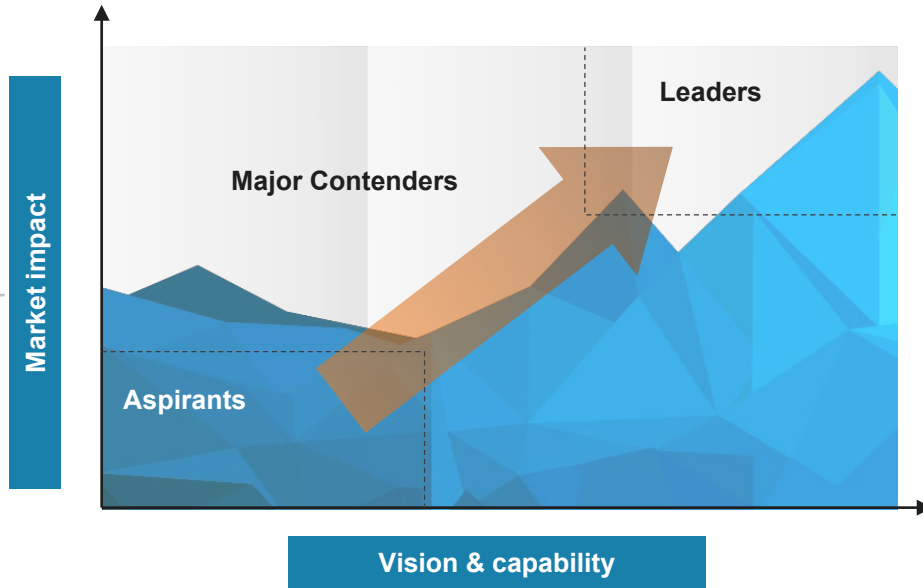
Everest Group PEAK Matrix



# Solutions PEAK Matrix® evaluation dimensions

Measures impact created in the market – captured through three subdimensions

- Market adoption**  
Size and growth of deployments across the solution portfolio
- Portfolio mix**  
Solution footprint across geographies, industries, and buyer size segments
- Value delivered**  
Value delivered to the client based on customer feedback and other measures



Measures ability to deliver solutions successfully. This is captured through five subdimensions

- Vision and strategy**  
Vision for the client and itself; future roadmap and strategy
- Technology capability**  
Technical sophistication and breadth/depth across the technology suite
- Services capability**  
Effectiveness and breadth/depth of services portfolios across the services suite
- Innovation and investments**  
Innovation and investment in the solution suite
- Engagement and commercial model**  
Progressiveness, effectiveness, and flexibility of engagement and commercial models

## 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 by 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.



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[info@everestgrp.com](mailto:info@everestgrp.com)

+1-214-451-3000

### Bangalore

[india@everestgrp.com](mailto:india@everestgrp.com)

+91-80-61463500

### Delhi

[india@everestgrp.com](mailto:india@everestgrp.com)

+91-124-496-1000

### London

[unitedkingdom@everestgrp.com](mailto:unitedkingdom@everestgrp.com)

+44-207-129-1318

### Toronto

[canada@everestgrp.com](mailto:canada@everestgrp.com)

+1-647-557-3475

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