

Upcoming Celent Insurance Research – Q4 2017

Digital and Omnichannel



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DIGITAL AND OMNICHANNEL

Customer Communication Dynamics in Insurance: CCM System Deal Trends and Insurer

Nicolas Michellod

In their efforts to digitize communication with customers, insurers need to evaluate customer communication management (CCM) system providers and select the best in class. Therefore understanding the main trends in the CCM system vendor market is key to making optimal decisions.

Digital in Latin America: The Journey Has Begun

Juan Mazzini

What does digital mean for Latin American insurers? Celent reviews the path taken by insurers in their digital journey and outlines what the future may look like based on the digital continuum framework.

Digital Progress in Scandinavian Insurance: The Use of Customer Data and Smart T

Nicolas Michellod

Collecting consumer data in various ways and using machine-driven interaction tools to interact with customers has been a hot topic in insurance. Are Scandinavian insurers willing to use personal data from consumers and leverage smart technologies? What about Scandinavian consumers?

Digital Transformation in Insurance

Michael Fitzgerald

Customers are demanding a level of interaction which requires digital technology and digital business processes. What steps are necessary to deliver a digital transformation for insurers?

INNOVATION AND EMERGING TECHNOLOGIES

Artificial Intelligence in Insurance: Starting at the Beginning

Colleen Risk

Artificial Intelligence takes many forms in insurance, but most firms have yet to begin implementing the technology. Learn where AI can add value and which specific technologies to evaluate first.

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BPO Heats Back Up

Tom Scales

The third in this series, this report refreshes data from 2010 and 2015 on insurers' attitudes toward the use of business process outsourcing (BPO). At a time where insurers are managing expenses while also facing major costs for operational and technological transformation, the use of BPO brings one more lever to their strategic planning efforts.

Based on a global survey of both P&C/general insurers and life/health insurers, the report focuses on the perceptions and experiences of leader in the insurance company.

Finding Value in Insurtech

Jamie Macgregor

In pursuit of innovation, some insurers have chosen to engage directly with startups, while others have chosen to build internal capabilities, partner with their suppliers, or adopt a watching brief. While the concepts and use cases for insurtech have become better understood, genuine market traction behind many remains low or uncertain. Using the findings from a survey targeted at digital and innovation leaders, Celent explores insurers' expectations for future value from insurtech concepts.

Innovation in Financial Services: 2018

Michael Fitzgerald

How well are incumbent financial services innovating their models to take advantage of opportunities and respond to threats? Celent surveyed FI professionals to gauge the current state of innovation. The results provide a picture of the current status and also an indication of what the firms expect in the near future.

Insurance Innovation: New Economics

Michael Fitzgerald

The long-term sustainable value from insurtech lies in its ability to change how insurance products are created. The economic model behind how startups bring their products to market is breaking the traditional development cost curve. Insurers which recognize this dynamic and adjust their innovation activities accordingly will create more value from insurtech than their competitors. This report details the new economic forces at work and includes case studies of insurer greenfield initiatives.

Microservices and the Insurance Technology Landscape

Craig Beattie

The fashionable way to build new applications is fast becoming microservices. This is another service-oriented architecture, as the name suggests, but one influenced by today's focus on the Cloud, APIs, and automation. In this report Celent discusses the nature of the architecture, why now, and what it means for vendors and buyers in insurance technology.

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No Fluids, or How to Underwrite with Public Information

[Tom Scales](#)

Life insurers still underwrite using the same intrusive, time-consuming process they have used for decades. In this day and age of instant gratification, some insurers are shaking up the process. This case study focuses on the use of alternative data sources and techniques to provide a fully underwritten, virtually instantaneous decision.

Reinventing Distribution Management: Enabling Channels

[Karlyn Carnahan](#)

Distributors are very clear. Make it easier to place business, and we'll place more business with you. Ease of doing business is a high priority goal for many carriers. This report looks at trends in enabling distributors to place business including portals, connectivity, and other types of support.

Virtual and Augmented Reality Use Cases in Insurance

[Karlyn Carnahan](#)

Think virtual reality and augmented reality are for gaming only? You may be surprised. These emerging technologies have applications across the insurance value chain. Insurers are using these technologies in marketing, risk assessment, and claims processing as well as employee training and consumer education. This report defines VR and AR and provides specific examples of ways carriers are experimenting with these new tools.

What Advice Would You Give a Bot Who Is Looking for a Job in Insurance?

[Donald Light](#)

Bots, AI, and machine learning are getting an immense amount of attention in insurance. This report asks CIOs where they actually think these technologies will add value.

LEGACY AND ECOSYSTEM TRANSFORMATION/ OPERATIONAL EXCELLENCE

EMEA General Insurance PAS ABCD

[Craig Beattie](#)

Many P&C insurers still run old technology and limited legacy systems that represent a major constraint in their digitization efforts. Helping them navigate the complex policy administration system vendor landscape in Europe, Africa, and the Middle East is important. The main objective of this report is to provide nonlife insurers with detailed profiles and descriptions of policy administration systems available in the region for insurers.

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EMEA Policy Administration Systems 2017: Life ABCD Vendor View

[Jamie Macgregor](#), [Nicolas Michellod](#)

Many life insurers still run old technology and limited legacy systems that represent a major constraint in their digitization efforts. Helping them navigate the complex life policy administration system vendor landscape in Europe, Middle East, and Africa is important. The main objective of this report is to provide life insurers with detailed profiles and descriptions of policy administration systems available in the region for insurers.

Global Insurance BPO Market Study 2017: A Deal Analysis

[Karen Monks](#)

Celent looks at the global activity in business process outsourcing in the insurance sector. Using data collected directly from the outsourcing vendors, Celent will analyze what insurers are outsourcing by line of business. The report also estimates the future BPO activity in both the P&C and life insurance markets.

Is the Cloud Secure for Core Insurance Systems?

[Donald Light](#)

As more insurers are considering moving some of their core systems to the cloud, many want to know how secure their data and applications will be. This report examines how major cloud providers are addressing security risks.

LATAM Policy Administration Systems 2017: Life ABCD Vendor View

[Luis Chipana](#)

Many life insurers still run old technology and limited legacy systems that represent a major constraint in their digitization efforts. Helping them navigate the complex life policy administration system vendor landscape in Latin America is important. The main objective of this report is to provide life insurers with detailed profiles and descriptions of policy administration systems available in the region for insurers.

LATAM Policy Administration Systems 2017: P&C ABCD Vendor View

[Luis Chipana](#)

Many P&C insurers still run old technology and limited legacy systems that represent a major constraint in their digitization efforts. Helping them navigate the complex property and casualty policy administration system vendor landscape in Latin America is important. The main objective of this report is to provide property and casualty insurers with detailed profiles and descriptions of policy administration systems available in the region for insurers.

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North American LHA Policy Administration Solutions: 2017 ABCD Vendor View

[Colleen Risk](#), [Karen Monks](#), [Tom Scales](#)

To help life insurers plan for policy administration system projects, Celent offers an overview of life policy administration solutions available in NA. Profiles are presented for the majority of the solutions in the North American market. The information is collected from the vendors and supplemented with demos and customer reference checks.

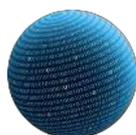
P/C Policy Administration System North America Vendor Report

[Donald Light](#), [Karlyn Carnahan](#)

Profiles and Celent evaluation of policy administration systems available in North America.

Recently Published Celent Insurance Research

Digital and Omnichannel



- ❖ [Chatbot Solutions: A Vendor Spectrum](#)
- ❖ [Customer Communication Management in Insurance: 2017 ABCD Vendor View](#)
- ❖ [Life & Health Insurance in Latin America 2017: The CIO Perspective](#)
- ❖ [The Rise of Aggregators in Insurance: Ready or Not, Here They Come](#)

Innovation and Emerging Technologies



- ❖ [Life Insurance CIO Pressures and Priorities 2017: Asia-Pacific Version](#)
- ❖ [P&C Insurance CIO Pressures and Priorities 2017: Asia-Pacific Version](#)
- ❖ [Reinventing Distribution: Managing Channels Effectively](#)
- ❖ [Reinventing Distribution: Shifting Channels](#)
- ❖ [The Virtual Agent: Natural Language Processing in Insurance](#)

Legacy and Ecosystem Transformation/Operational Excellence



- ❖ [BPO Deal Analysis 2017: North American Market Study](#)
- ❖ [BPO Services Vendors: 2017 Global Spectrum](#)
- ❖ [IT Services Vendors: 2017 APAC Spectrum](#)
- ❖ [IT Services Vendors: 2017 EMEA Spectrum](#)
- ❖ [IT Services Vendors: 2017 Latin American Spectrum](#)
- ❖ [IT Services Vendors: 2017 North American Spectrum](#)

Recently Published Celent Insurance Research

DIGITAL AND OMNICHANNEL

Chatbot Solutions: A Vendor Spectrum

[Michael Fitzgerald, Mohammed Mahfuz](#)

Publication Date: July 19, 2017

Standards are still emerging in the chatbot solution space. Insurers are unclear how to make sense of the alternatives. This report demystifies the technology by scanning the vendor community and comparing offerings between participants.

Customer Communication Management in Insurance: 2017 ABCD Vendor View

[Nicolas Michellod](#)

Publication Date: August 22, 2017

Interacting effectively with customers has become an important objective for financial services firms over the past decade, and it accelerated with digitization. Helping insurers better navigate the landscape of customer communication management system vendors (also called document automation system vendors) is getting more important.

Life & Health Insurance in Latin America 2017: The CIO Perspective

[Juan Mazzini](#)

Publication Date: August 16, 2017

Our 5th annual review of CIO priorities and projects for Latin American insurers in Life and Health. Celent aims to answer: 1) What are the drivers of IT investment, for Latin American insurers? 2) What is the planned level of activity, by Latin American insurers, regarding IT? and 3) What is the expected IT investment by Latin American insurers?

The Rise of Aggregators in Insurance: Ready or Not, Here They Come

[Luis Chipana](#)

Publication Date: August 3, 2017

This report looks at the current availability of aggregators in the Latin American region, their offerings and business models, and the potential of this channel for insurance distribution, also looking to the development of this space in other insurance markets.

INNOVATION AND EMERGING TECHNOLOGIES

Life Insurance CIO Pressures and Priorities 2017: Asia-Pacific Version

[KyongSun Kong](#)

Publication Date: July 4, 2017

This report examines IT spending and innovation trends based on Celent's annual APAC insurance CIO survey.

Recently Published Celent Insurance Research

P&C Insurance CIO Pressures and Priorities 2017: Asia-Pacific Version

[KyongSun Kong](#)

Publication Date: July 4, 2017

This report examines IT spending and innovation trends based on Celent's annual APAC insurance CIO survey.

Reinventing Distribution: Managing Channels Effectively

[Karlyn Carnahan](#)

Publication Date: July 18, 2017

Channel management is an area that carriers continue to invest significant resources. This report outlines technology trends in managing distribution channels, from compliance to compensation including trends in segmentation and preferred agent programs.

Reinventing Distribution: Shifting Channels

[Karlyn Carnahan](#)

Publication Date: July 8, 2017

Channel management is an area where carriers continue to invest significant resources. Carriers are building new channels, enabling existing channels to drive more business, and using technology to do this efficiently. This report outlines technology trends in distribution management.

The Virtual Agent: Natural Language Processing in Insurance

[Colleen Risk](#)

Publication Date: August 24, 2017

Virtual agents and natural language processing are hot topics in the world of insurance. This report defines the usage of natural language processing and provides use cases for insurance. It also provides best practices for adoption.

LEGACY AND ECOSYSTEM TRANSFORMATION/ OPERATIONAL EXCELLENCE

BPO Deal Analysis 2017: North American Market Study

[Karen Monks](#)

Publication Date: September 27, 2017

Celent looks at the recent activity in business process outsourcing in the insurance sector in North America. Similar to the 2014 report, the deal data analyzes the North American market where deal characteristics vary according to line of business. The report also estimates the future BPO activity in both the P&C and life insurance markets.

Recently Published Celent Insurance Research

BPO Services Vendors: 2017 Global Spectrum

[Karen Monks, Tom Scales](#)

Publication Date: September 25, 2017

Celent profiles BPO service vendors for the insurance industry. The report covers vendors from around the globe. Although not an exhaustive list, the report captures a wide cross-section of the available vendors and BPO services functions available to insurers.

IT Services Vendors: 2017 APAC Spectrum

[Karen Monks, KyongSun Kong](#)

Publication Date: August 21, 2017

Celent profiles IT service vendors for the insurance industry. The report covers vendors from around the globe with a focus on APAC presence. Although not an exhaustive list, the report captures a wide cross-section of the available vendors and IT services functions available to insurers.

IT Services Vendors: 2017 EMEA Spectrum

[Karen Monks](#)

Publication Date: August 10, 2017

Celent profiles IT service vendors for the insurance industry. The report covers vendors from around the globe with a focus on EMEA presence. Although not an exhaustive list, the report captures a wide cross-section of the available vendors and IT services functions available to insurers.

IT Services Vendors: 2017 Latin American Spectrum

[Karen Monks, Luis Chipana](#)

Publication Date: August 18, 2017

Celent's 2017 IT spending report estimates that 13%, or US\$0.7 billion, of LATAM insurance company IT investments will be allocated to external services. Use this report to identify IT services vendors for your needs.

IT Services Vendors: 2017 North American Spectrum

[Karen Monks](#)

Publication Date: August 10, 2017

Celent profiles IT service vendors for the insurance industry. The report covers vendors from around the globe with a focus on North American presence. Although not an exhaustive list, the report captures a wide cross-section of the available vendors and IT services functions available to insurers.