

Upcoming Celent Insurance Research – Q3 2017

Digital and Omnichannel



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- ❖ Digital in Latin America: The Journey has Begun
- ❖ Making New Business Digital: Case Studies in STP

Innovation and Emerging Technologies



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DIGITAL AND OMNICHANNEL

Customer Communication Management in Insurance: 2017 ABCD Vendor View

Nicolas Michellod

Interacting effectively with customers has become an important objective for financial services firms over the past decade that 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.

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.

Making New Business Digital: Case Studies in STP

Colleen Risk

Insurers are embracing digital new business technology and reaping the benefits of lower costs, improved placement, and happier customers. The advantages of straight-through processing will be demonstrated via case studies of successful transformation from paper to digital.

INNOVATION AND EMERGING TECHNOLOGIES

Best Practices in Business Process Outsourcing

Colleen Risk; Karen Monks

This report combines survey information with individual interviews to share case studies of successful approaches to new product introduction to information technology outsourcing. This report includes interviews with insurers from around the world, reflecting both the similarities and differences between the approaches taken.

Creating Fantasyland: Attracting the Insurance Professional of Tomorrow

Juan Mazzini

It is hard for insurers to cope with so many changes in technology, consumer expectations, and consumer habits. Celent looks at the drivers of change and the areas where insurers need to improve to become an attractive option for talent.

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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.

L&H Insurance in Latin America 2017: The CIO Perspective

[Juan Mazzini](#)

Our fifth 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?

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.

Reinventing Distribution Management: Managing Channels Effectively

[Karlyn Carnahan](#)

Channel management is an area where 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 Management: Rapidly Shifting Channels

[Karlyn Carnahan](#)

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

Upcoming Celent Insurance Research – Q3 2017

The Virtual Agent: Natural Language Processing in Insurance

[Colleen Risk](#)

Celent will look at the use cases of natural language processing (NLP). The report will explore how NLP is used in sentiment analysis and by virtual assistants. NLP has the potential to help insurers improve operational efficiency.

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.

Where Do CIOs See Insurtech Contributing Value?

[Donald Light](#)

Most insurtech firms want to license their technology to established insurers. But in what part of operations do insurers actually anticipate using insurtech-sourced technologies? This report asks CIOs this question and reports their answers.

LEGACY AND ECOSYSTEM TRANSFORMATION/ OPERATIONAL EXCELLENCE

APAC Insurance BPO Market Study 2017: A Deal Analysis

[Karen Monks](#)

Celent looks at the recent activity in business process outsourcing in the insurance sector in APAC. Like in 2014, the deal data will analyze what insurers are outsourcing by line of business in the region. The report also estimates the future BPO activity in both the P&C and life insurance markets.

BPO Services Vendors: A Global Spectrum, 2017

[Karen Monks, Tom Scales](#)

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.

EMEA Insurance BPO Market Study 2017: A Deal Analysis

[Karen Monks](#)

Celent looks at the recent activity in business process outsourcing in the insurance sector in EMEA. New to EMEA, the deal data 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.

Upcoming Celent Insurance Research – Q3 2017

EMEA P&C Claims Deal Trends and Projections

[Craig Beattie](#)

Property & casualty insurers continue to replace core claim systems. But do the data show a change in the rate of replacement? And what are the prospects for the next few years?

Is the Cloud Secure for Core Insurance Systems?

[Donald Light](#)

As more insurers consider 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 key security risks.

IT Services Vendors Solutions Spectrum: APAC Version, 2017

[Karen Monks](#)

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 Solutions Spectrum: EMEA Version, 2017

[Karen Monks](#)

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 Solutions Spectrum: LATAM Version, 2017

[Karen Monks](#)

Celent profiles IT service vendors for the insurance industry. The report covers vendors from around the globe with a focus on Latin 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.

IT Services Vendors Solutions Spectrum: North American Version, 2017

[Karen Monks](#)

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.

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Latin American Insurance BPO Market Study 2017: A Deal Analysis

[Karen Monks](#)

Celent looks at the recent activity in business process outsourcing in the insurance sector in Latin America. Like in 2014, the deal data will analyze what insurers are outsourcing by line of business in the region. The report also estimates the future BPO activity in both the P&C and life insurance markets.

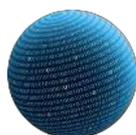
North American Insurance BPO Market Study 2017: A Deal Analysis

[Karen Monks](#)

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

Digital and Omnichannel



- ❖ [Applying Conversational Commerce to Insurance: Aligning IT to the Machine World](#)
- ❖ [Celent Model Insurer 2017: Case Studies in Data Mastery and Analytics](#)
- ❖ [Celent Model Insurer 2017: Case Studies in Operational Excellence](#)
- ❖ [Celent Model Insurer 2017: Case Studies in Digital and Omnichannel](#)
- ❖ [Emerging Technologies for Core Systems: 2017 Edition](#)
- ❖ [Celent Model Insurer Asia 2017: Case Studies of Effective Technology Use in Insurance](#)
- ❖ [Putting a Lock on Straight-Through Processing: Life Insurance E-Signature Vendors 2017](#)
- ❖ [The General Data Protection Regulation \(GDPR\): Impact for Insurers](#)
- ❖ [The Online Consumer: Reading the Insurance Customer's Mind](#)

Innovation and Emerging Technologies



- ❖ [Celent Model Insurer 2017: Case Studies in Innovation and Emerging Technologies](#)
- ❖ [2017 Celent Model Insurer of the Year: CSE Insurance Group's Transformation](#)
- ❖ [Insurtech in Asia: Changing the Rules of the Game](#)
- ❖ [Insurtech in Israel: Global Implications](#)
- ❖ [Is the IoT Value Proposition Valuable Enough for Commercial Insurance?](#)
- ❖ [Slice Labs: A Case Study of Insurance Disruption](#)
- ❖ [Standing Out in a Bland World: Global Life Insurance Customer Service Strategies](#)

Legacy and Ecosystem Transformation/Operational Excellence



- ❖ [Agile in a Waterfall World: Determining the Right Project Methodology](#)
- ❖ [Celent Model Insurer 2017: Case Studies in Legacy and Ecosystem Transformation](#)
- ❖ [Insurance in Europe: 2017 Business and IT Priorities](#)
- ❖ [IT Spending in Insurance: A Global Perspective, 2017](#)
- ❖ [P&C Insurance in Latin America 2017: The CIO Perspective](#)

Recently Published Celent Insurance Research

DIGITAL AND OMNICHANNEL

Applying Conversational Commerce to Insurance:

Aligning IT to the Machine World

[Nicolas Michellod](#); [Craig Beattie](#)

Publication Date: May 10, 2017

Machines are expected to replace humans in the future. Insurers have a growing interest in new customer touch points that can help them automatize customer interactions. The emergence of new tools such as robo advisors, chat bots, and other artificial intelligence technologies can represent valuable alternatives, but what are the impacts and challenges linked with the use these tools on insurers' existing IT environment?

Celent Model Insurer 2017: Case Studies in Data Mastery and Analytics

[Craig Beattie](#)

Publication Date: April 3, 2017

The vision for Celent's Model Insurer research is to try to answer an apparently simple question: What would it look like for an insurer to do everything right with today's technology? Three examples of successful Data Mastery and Analytics projects are detailed to illustrate the challenges of such initiatives.

Celent Model Insurer 2017: Case Studies in Operational Excellence

[Colleen Risk](#)

Publication Date: April 3, 2017

What does it take to safeguard investments in technology and improve upon IT processes? This report recognizes projects such as successful reuse of technology for new initiatives; implementation of a non-core system, such as illustration, CCM, electronic applications, best practices in IT governance, IT operational management, or IT program management and security policies.

Celent Model Insurer 2017: Case Studies in Digital and Omnichannel

[Donald Light](#)

Publication Date: April 3, 2017

This report recognizes three outstanding implementations of digital strategies by life insurers that resulted in reduced costs, faster cycle times, and better customer experiences.

Emerging Technologies for Core Systems: 2017 Edition

[Craig Beattie](#)

Publication Date: May 15, 2017

In this report Celent makes the case that there are seven trends impacting the insurance industry that both enable and drive the need for a new modern system at the heart of an insurer. Here we distinguish a new modern system from those that emerged over a decade ago.

Recently Published Celent Insurance Research

Celent Model Insurer Asia 2017:

Case Studies of Effective Technology Use in Insurance

[Wenli Yuan](#)

Publication Date: May 23, 2017

Celent's Model Insurer Asia research tries to answer an apparently simple question: What would it look like for an insurer to do everything right with today's technology? Seventeen examples of successful projects implemented in the Asia-Pacific region are detailed to illustrate the challenges of initiatives ranging from data analytics, digital and omnichannel, innovation and emerging technologies, legacy and ecosystem transformation, and operational excellence.

Putting a Lock on Straight-Through Processing: Life Insurance E-Signature Vendors 2017

[Colleen Risk, Karen Monks](#)

Publication Date: April 28, 2017

E-signature technology has matured, driven by the experiences of many adopters in and out of the life insurance industry, the increased emphasis on cycle time and cost, and the rapid evolution of consumer technology. Celent provides profiles for e-signature vendors and compares and contrasts features and functions of their solutions.

The General Data Protection Regulation (GDPR): Impact for Insurers

[Nicolas Michellod](#)

Publication Date: June 18, 2017

The European Union's General Data Protection Regulation (GDPR) will apply in all EU member states from 25 May 2018. But what will it change in insurance businesses in Europe, and what impact will it have on the industry?

The Online Consumer: Reading the Insurance Customer's Mind

[Luis Chipana](#)

Publication Date: April 17, 2017

Today, the insurance industry is going through many changes that will define the next generations of insurers. Most changes are driven by arrival of new technologies that reshape the consumer's behavior. Consumers are also influenced by new technologies, trends, and experiences that they had with other industries. This report examines preferences of online consumers towards insurers and digital channels.

Recently Published Celent Insurance Research

INNOVATION AND EMERGING TECHNOLOGIES

Celent Model Insurer 2017: Case Studies in Innovation and Emerging Technologies

[Michael Fitzgerald](#)

Publication Date: April 3, 2017

Innovation continued to gain traction in 2016. Changing customer expectations, digital transformation, growth needs in the face of resource scarcity, and environmental concerns are impacting every industry, including financial services. These changes accelerate the growth of the sharing economy and the demand for new customer value. These case studies profile insurers leading the way in innovation and emerging technologies.

2017 Celent Model Insurer of the Year: CSE Insurance Group's Transformation

[Karen Monks; Luis Chipana](#)

Publication Date: April 11, 2017

In 2017, CSE has been awarded Model Insurer of the Year for its aspiration to achieve “the best product in the industry.” This meant they had to overcome legacy thinking and practices to rethink all the features including coverage, pricing, rules, process, and communications. To do so, they sought inputs from customers and analyzed the market using two common analyses: 5 Cs and SWOT. From this point on, CSE assembled and adapted its core system.

Insurtech in Asia: Changing the Rules of the Game

[Wenli Yuan](#)

Publication Date: June 6, 2017

Various insurtech companies are emerging in countries such as Singapore, China, Hong Kong, India, Malaysia, Thailand, the Philippines, and Indonesia. Insurtechs are disrupting the insurance industry in areas including customer acquisition and communications, products, claims management, and data intelligence, as well as creating new ecosystems. This report profiles over 30 Insurtech startups in the region.

Insurtech in Israel: Global Implications

[Donald Light](#)

Publication Date: June 13, 2017

Israel is the “Start-up Nation.” Insurtech is at an early stage of development. This report assesses the potential global contributions of VCs, startups, and incubators in Israel.

Recently Published Celent Insurance Research

Flash Insight | Is the IoT Value Proposition Valuable Enough for Commercial Insurance?

Donald Light

Publication Date: June 5, 2017

In many lines of business the IoT may increase an insurer's profit margin. In general, however, the insurer will have to provide an incentive to prospective policyholders to purchase the IoT-based insurance product. The incentive will often be a reduced premium, but could also be some form of safety/loss control services. The key question is whether the incentives will be compelling enough for the prospective commercial lines policyholders to actually buy IoT-based insurance.

Slice Labs: A Case Study of Insurance Disruption

Michael Fitzgerald

Publication Date: April 18, 2017

Truly disruptive insurance innovations are rare. Slice Labs provides a valuable benchmark against which insurers, insurance technology providers, and insurtech firms can measure their innovation efforts. The initiative is disruptive in that it targets an underserved customer niche with a proposition that involves changes to the core insurance product using new technology tools and development methods.

Standing Out in a Bland World: Global Life Insurance Customer Service Strategies

Colleen Risk; Karen Monks

Publication Date: April 11, 2017

Customer service is integral to keeping the clients you have. Although life insurance sales have been on an upward curve, organic growth and client retention continue to be critical. More and more, carriers are relying on technology to enable customer service and drive customer satisfaction. Celent surveyed North American life insurers in 2016. This report looks at customer service technology globally and compare and contrast to the North American results.

LEGACY AND ECOSYSTEM TRANSFORMATION/ OPERATIONAL EXCELLENCE

Agile in a Waterfall World: Determining the Right Project Methodology

Colleen Risk

Publication Date: May 30, 2017

Can waterfall and agile successfully coexist in an organization? When should each be used? Understanding the steps in each methodology as well as the advantages and disadvantages can make choosing the right approach easier. Two examples of successful agile transformation case studies provide insights on how to be successful.

Recently Published Celent Insurance Research

Celent Model Insurer 2017:

Case Studies in Legacy and Ecosystem Transformation

[Nicolas Michellod](#)

Publication Date: April 3, 2017

The vision for Celent's Model Insurer research is to try to answer an apparently simple question: What would it look like for an insurer to do everything right with today's technology? Three examples of successful legacy transformation projects are detailed to illustrate the challenges of such initiatives.

Insurance in Europe: 2017 Business and IT Priorities

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

Publication Date: June 1, 2017

European insurers face a tough market environment, and CIOs have to carefully select their investments if they want to efficiently support their business operations. European insurance CIOs are managing budgets and programs to address key challenges around legacy system replacement and modernization, digital transformation, and innovation.

IT Spending in Insurance: A Global Perspective, 2017

[Jamie Macgregor](#), [Juan Mazzini](#), [Karen Monks](#), [KyongSun Kong](#)

Publication Date: April 6, 2017

In its annual review, Celent analyzes IT spending trends across different regions (North America, Europe, the Asia-Pacific region, Latin America, and the rest of the world grouped as one region), with a view towards evaluating the direction of investment in technology by insurers.

P&C Insurance in Latin America 2017: The CIO Perspective

[Juan Mazzini](#)

Publication Date: May 2, 2017

Our fifth annual review of CIO priorities and projects for Latin American insurers in P&C. 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?