



Everest Group Property & Casualty (P&C) Insurance IT Services PEAK Matrix[®] Assessment 2025

Focus on HCLTech
November 2025



Introduction

The Property and Casualty (P&C) insurance industry is in the middle of an IT-led transformation, driven by escalating claims from climate events, volatile risk exposures, inflation pressures, and increasingly sophisticated expectations from both customers and regulators. To stay competitive, insurers are pushing hard across all technology levers including modernizing legacy systems, embracing AI and analytics, and transforming the way underwriting, claims, policy administration, and customer engagement are engineered end-to-end. Service providers have become essential change agents, bringing domain knowledge, platform innovation, and outcome-oriented delivery to the table.

Insurers are increasingly demanding integrated services that embed predictive intelligence, real-time decisioning, and business process support as part of provider support. Cloud migration, API-driven platform architectures, exposure and risk modeling, and embedded tools for AI are no longer optional, they are central to strategic competitiveness.

In response, providers are shifting from FTE staffing models to value-linked partnerships, investing in domain-specific capabilities, scalable solutions, and modular accelerators.

As insurers focus on profitable growth, operational resilience, and customer trust, their IT service partners must deliver not

merely cost savings, but also domain insight and business leverage. Successful providers position themselves as orchestration partners enabling insurers to become more agile to evolving risks, regulatory demands, and market opportunities through technology, transformation, and domain-rich delivery.

The full report includes the profiles of the following 31 leading P&C insurance IT service providers featured on the [Property and Casualty \(P&C\) Insurance IT Services PEAK Matrix® Assessment 2025](#):


- **Leaders:** Accenture, Capgemini, Cognizant, Deloitte, EY, HCLTech, Infosys, LTIMindtree, TCS, and ValueMomentum
- **Major Contenders:** Atos, Coforge, Digitide, DXC Technology, Genpact, GFT, HTC Global Services, Mphasis, NTT DATA, Stratus, Tech Mahindra, Virtusa, Wipro, Xceedance, Xebia, and Zensar Technologies
- **Aspirants:** Advanze, Aiden AI, Aspire Systems, Birlasoft, and Happiest Minds

Scope of this report

- Geography:** global
- Industry:** market activity and investments of 31 service providers in the P&C insurance IT services market
- Services:** P&C insurance IT services


Scope of the evaluation

This report evaluates provider performance across property and casualty insurance IT services


 Focus of research

P&C insurance

- Property
- Casualty
- Specialty insurance
- Personal and commercial lines
- Workers' compensation
- Reinsurance

 **L&A insurance**

- Life insurance – individual and group
- Annuities and pensions – individual and group
- Life insurance with accelerated benefits (Life+)

 **Reinsurance**

- Property and Casualty (P&C)
- Life and Pensions (L&P)

Assessment scope within P&C insurance IT services

This report covers the vertical-specific IT services within the P&C insurance space. It does not include coverage of horizontal business processes such as F&A, HR, and procurement

Health insurance IT services is not covered in this report

P&C insurance IT Services PEAK Matrix® characteristics

Leaders

Accenture, Capgemini, Cognizant, Deloitte, EY, HCLTech, Infosys, LTIMindtree, TCS, and ValueMomentum

- Leaders have seen steady growth in their P&C insurance services practice revenue due to strong program governance, extensive investments in AI-led IP development, and the ability to drive large transformation engagements by partnering on strategic business mandates with clients
- Leaders have a large, diverse pool of resources that are appreciated for their technical and domain expertise, which has helped them win multi-geography complex engagements
- Leaders have showcased strong success proof points in working with carriers across the value chain from product development and sales and distribution to claims and payments management
- Leaders present holistic engagement models combining outcome-based pricing, modular technology offerings, and transformation-led value delivery

Major Contenders

Atos, Coforge, Digitide, DXC Technology, Genpact, GFT, HTC Global Services, Mphasis, NTT DATA, Stratus, Tech Mahindra, Virtusa, Wipro, Xceedance, Xebia, and Zensar Technologies

- Major Contenders have made targeted investments to bolster capabilities in areas such as cloud migration, fraud and claims analytics, data management and analysis, and digital engineering to differentiate in the market
- Major Contenders are nimble and usually offer robust PoCs during their negotiations to demonstrate value-add and innovation to clients and are appreciated for their commercial flexibility while pricing engagements
- Major Contenders differentiate by focusing efforts on niche capabilities such as commercial and specialty lines, often supported by industry partnerships and targeted hiring

Aspirants

Advanze, Aiden AI, Aspire Systems, Birlasoft, and Happiest Minds

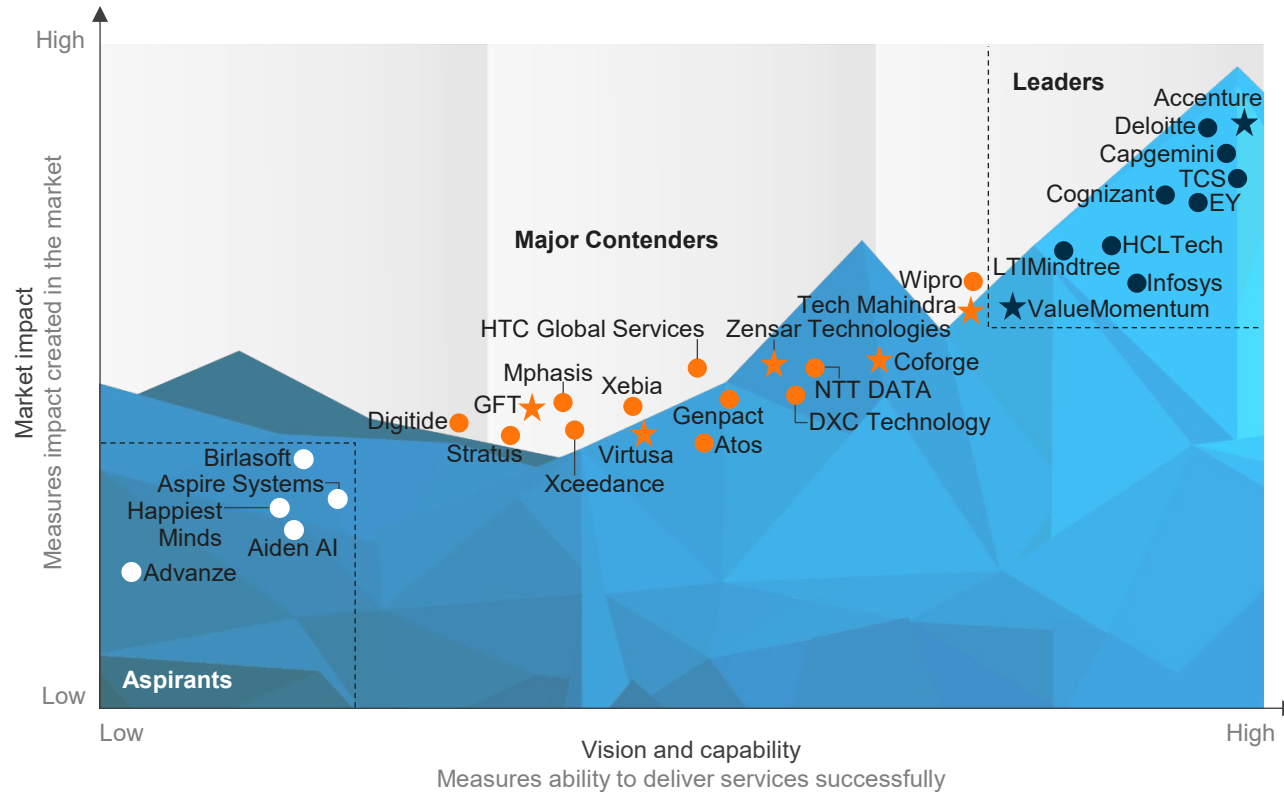
- Aspirants specialize in a narrow scope of services, particularly across offering cost-efficient platform services and downstream services by leveraging offshore-heavy delivery teams
- Aspirants offer solutions to improve efficiency across select workflows involving extensive manual involvement such as document processing and claims handling
- Aspirants need to enhance market messaging, build a larger partnership ecosystem, and verticalize solutions for the insurance industry to gain stronger market recall and traction with carriers in the industry

Everest Group PEAK Matrix®

Property and Casualty (P&C) Insurance IT Services PEAK Matrix® Assessment 2025 | HCLTech is positioned as a Leader

Everest Group Property and Casualty (P&C) Insurance IT Services PEAK Matrix® Assessment 2025

- Leaders
- Major Contenders
- Aspirants
- ☆ Star Performers



Source: Everest Group (2025)










HCLTech

Everest Group assessment – Leader

Measure of capability:  Low  High

Market impact

Vision and capability

| Market adoption | Portfolio mix | Value delivered | Overall | Vision and strategy | Scope of services | Innovation and investments | Delivery footprint | Overall |
|---|---|---|--|---|---|---|---|---|
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Strengths

- HCLTech’s AI-intrinsic strategy consisting of flagship offerings such as AI Force, AI Foundry, and AI labs delivers efficiencies across legacy modernization, data transformation, and incubation of MVPs
- HCLTech has demonstrated solution-led propositions and credible success proof points around process reimagination in key functional areas such as new business underwriting, policy servicing, claims management, and distribution
- Established roadmaps to build agentic AI capabilities including solutions for cross-LoB use cases, hybrid automation (traditional RPA + agentic AI), and future state mapping to identify functions suited for autonomous agents
- Clients have appreciated HCLTech’s P&C insurance domain expertise, technical knowledge, and the ability to translate learnings from experience into ongoing engagements
- Clients also appreciate HCLTech’s strong focus on client management, including commercial flexibility and openness to risk sharing constructs on complex engagements

Limitations

- While HCLTech has an established pool of Guidewire-certified resources, lack of official partnership status puts it at a disadvantage in competitive bidding engagements against similar-sized peers with top-tier partnership and specializations
- Despite a range of targeted investments, similar-sized peers present a broader suite of proprietary IP, particularly around reusable, domain-specific accelerators for core processes
- Some clients have highlighted room for improvement with respect to HCLTech’s positioning as an advisor and offer forward-looking solutions

Market trends

Composable core platforms, AI-driven intelligent processes, and stakeholder experience management are driving investments in P&C insurance transformation

Market size and growth

- The total P&C insurance IT services (ITS) market size was estimated to be ~US\$31 billion for the calendar year 2024
- Everest Group estimates the total P&C insurance IT services market to grow at a CAGR of 2.5-3% over 2025-27
- The P&C insurance ITS market is undergoing accelerated growth globally, driven by varying levels of digital maturity, regulatory shifts, and evolving sourcing strategies across regions. While North America remains the anchor market, several geographies such as the UK and APAC are emerging as strong contributors to future growth

Key drivers for P&C insurance ITS

| | |
|--|--|
| Agentic AI and advanced automation | Frontrunners have started realizing RoI on their AI pilots with success proof points emerging around next-best action recommendations, analytics, and real-time process monitoring. |
| Core augmentation using the technology ecosystem | Demand for API-first architectures, platform modernization, and ecosystem integration capabilities that enable seamless access to third-party solutions |
| Process intelligence | Scaled investments in data infrastructure development to close the last-mile gap from insight to action and lay a long-term groundwork for autonomous, AI-driven workflows |
| Stakeholder experience augmentation | Insurers with modern front-ends now seek seamless internal operations, driving demand for a holistic approach to enhancing stakeholder experience. |
| Push from core platform providers | Market-facing commitments to phase out on-premises systems by key P&C insurance core platform providers such as Guidewire are accelerating demand for support on the journey to cloud. |

Opportunities and challenges


| | |
|---------------------------------|--|
| Data utilization | Carriers need to manage data availability, quality, and access for realizing value from their investments in AI and data-driven processes. |
| Limited room for rate hardening | Premium rate increase-driven relief to profitability has limited momentum left, insurers must identify opportunities to differentiate. |
| End-to-end modernization | Carriers are looking for end-to-end modernization across systems and operations, creating cross-sell opportunities between technology and business process services. |
| AI and cloud-native operations | Widespread cloud and gen AI adoption opens new frontiers in claims adjudication, policy servicing, and underwriting triage with lower human dependency. |
| Attrition and talent scarcity | Talent gaps persist in niche capabilities and platform-specific skills, carriers struggle to maintain institutional knowledge in an aging workforce and the urgent need to reskill for gen AI. |

Key buyer considerations

The future of insurance services lies in integrated ecosystems, intelligent workflows, and accountable delivery


Key sourcing criteria


High





Priority


Low

- 

Shift to domain-integrated AI platforms
Buyers should prioritize providers embedding AI and gen AI directly into core workflows such as claims adjudication and underwriting triage.
- 

Tailored sourcing by provider type and focus
Buyers should build their provider portfolios to leverage provider strengths such as cost efficiency, niche expertise offered by specialists and roadmap development, and strategic partnerships offered by large peers.
- 

Bundled IT and BPS for workflow modernization
Insurers modernizing core systems should align IT and BPS sourcing to embed AI in data migration, process operations, and workflow orchestration.
- 

Modular and outcome-based commercial models
Buyers should explore engagement constructs and transformation-linked models to increase financial accountability and flexibility, while asking vendors to bring co-investment models that drive innovation.
- 

Easy integration of point solutions
Buyers must insist on providers offering ready-to-deploy solutions and task-specific accelerators to de-risk implementation as well as interoperable solutions with APIs and analytics baked in.

Summary analysis

P&C insurers are entering a transition phase, balancing cost pressure with the urgency to modernize core operations and unlock underwriting and claims agility. Gen AI has accelerated expectations; however, most buyers are still testing enterprise readiness, data maturity, and execution models.

There is a growing demand for outcome-focused partnerships, with buyers increasingly seeking providers that can take ownership of transformation and not just transactional delivery.

Platform integration, change orchestration, and AI operationalization are emerging as key partner differentiators. At the same time, buyers are rethinking their vendor mix, often pursuing modularity, faster RoI, and domain depth, especially in complex areas such as commercial lines, delegated authority, and reinsurance.

Key takeaways for buyers

P&C insurance buyers are rethinking IT services sourcing to tackle modernization urgency, AI-led disruption, and cost pressures. Success hinges on explainable AI, outcome-linked partnerships, and transformation enabled through domain-rich, collaborative service providers.



Seek integrated capabilities across technology, operations, and AI

Look for partners that can bring together platform, process, and automation to enable seamless delivery and faster innovation across the value chain



Gauge AI readiness through real-world impact

Beyond pilots, assess where and how providers have applied AI in production and the business outcomes achieved to date. Data privacy, model explainability and transparency, and human oversight are key.



Evolve commercial models

Insist on commercial models that align provider incentives with defined outcomes, prioritize providers that assume ownership, and deliver value-linked engagements beyond transactional delivery



Modularity for faster ROI

Reassess vendor portfolios to achieve modular transformation, domain depth, and quicker returns, especially in complex lines such as commercial, delegated authority, and reinsurance

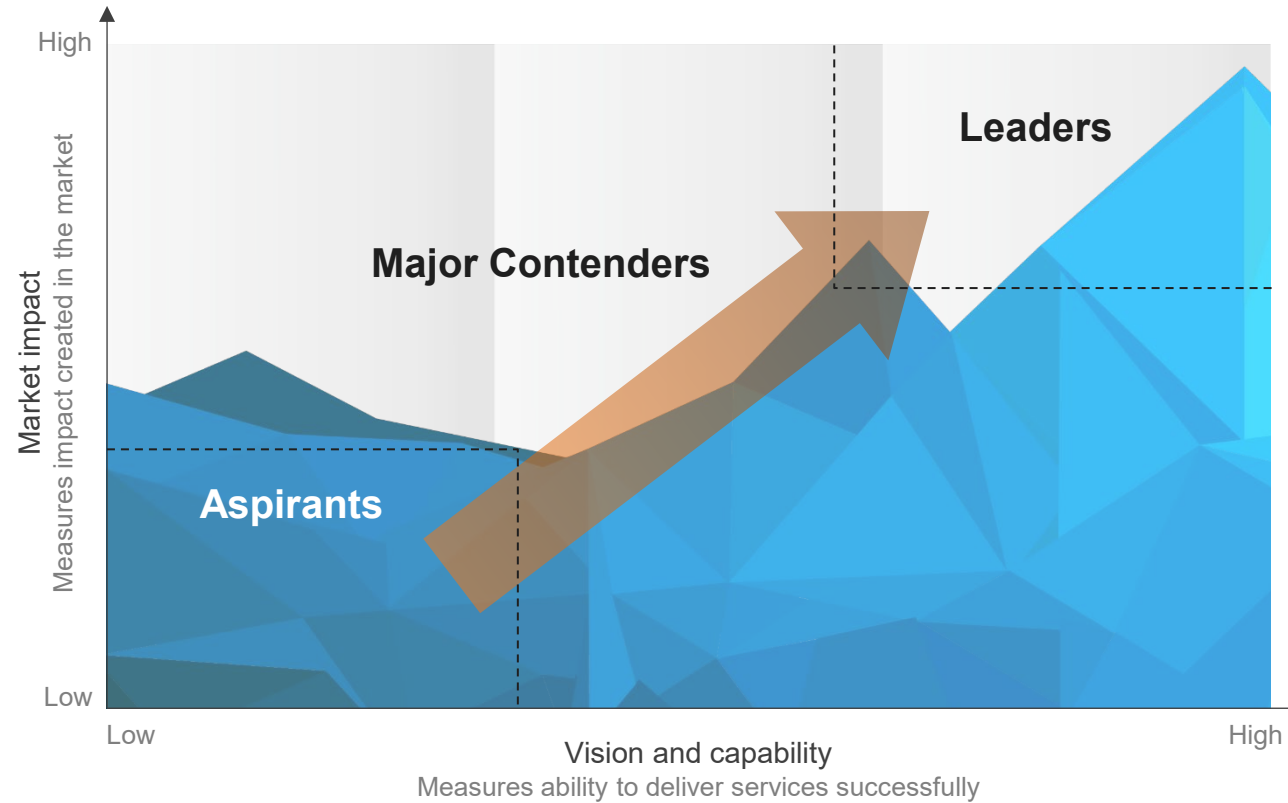
Appendix

PEAK Matrix® framework

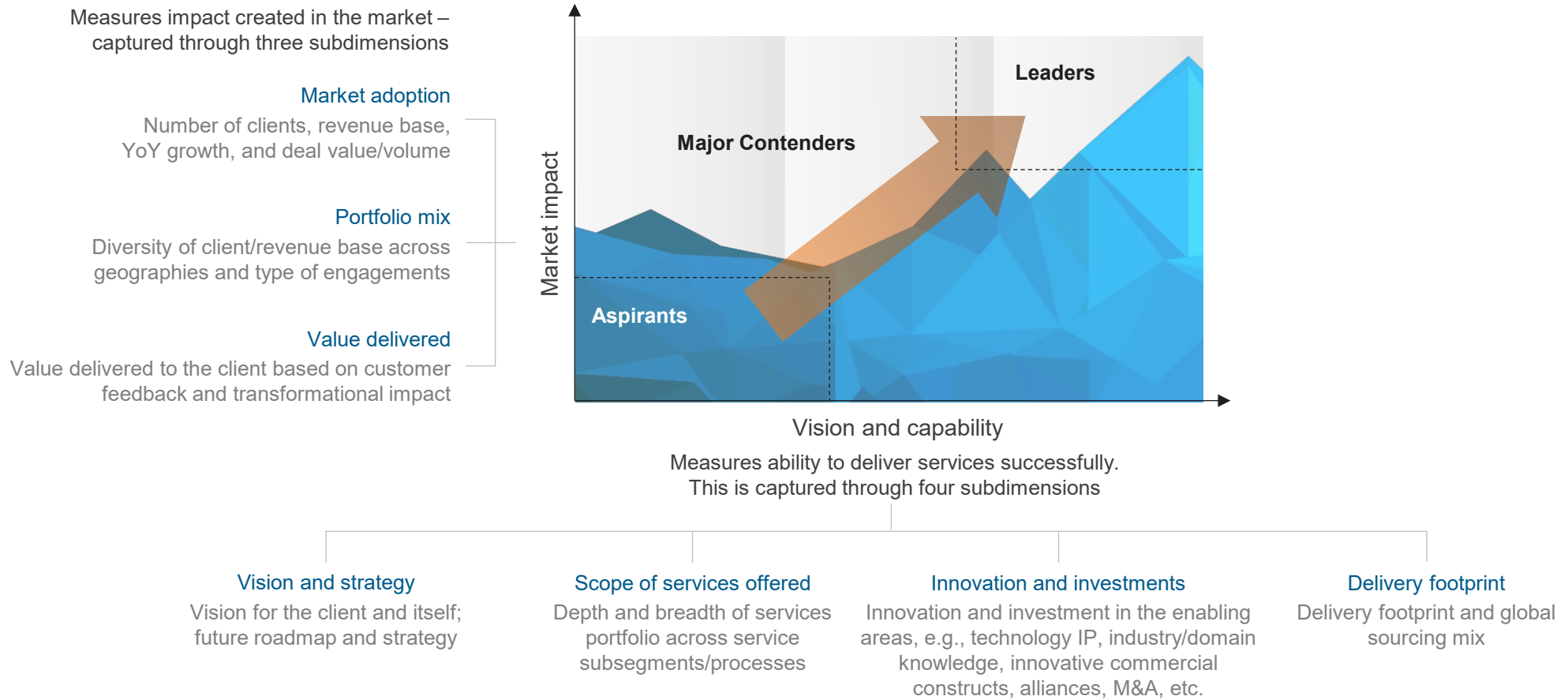
FAQs

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

Everest Group PEAK Matrix



Services PEAK Matrix® evaluation dimensions



FAQs

Q: Does the PEAK Matrix® assessment incorporate any subjective criteria?

A: 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.

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

A: 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.

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

A: 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.

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

A: 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

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

A: 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

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

A: 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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