

# Business Process Solutions

On behalf of businesses and governments, we transform business processes by automating and streamlining mission-critical operations through our deep industry experience and the latest technology solutions, to drive efficiencies, improve security and enable revenue growth, while enhancing the end user experience.



## Client outcomes

Increased operational efficiencies and agility, meeting industry regulatory and compliance, enabling revenue growth, and delivering a better end-user experience.

## End user outcomes

Better health and lifestyle through real-time, highly personalized and interactive services transacted in the end-user channel of choice.

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## Solutions/Services

### Casualty Claims Solutions

On behalf of carriers, third-party administrators, employers and managed care service providers in the workers compensation and auto casualty insurance claim markets, we deliver end-to-end medical bill review services and clinical solutions that optimize decision-making across the lifecycle of the injury claim to maximize cost containment and improve recovery outcomes.

### Document Management and Automation

On behalf of businesses and governments, we deliver highly automated document processing services, powered by the latest AI and ML automation technologies, to reduce costs, drive efficiency while improving the quality of and speed of data.

### Finance, Accounting and Procurement

On behalf of businesses and governments, we help transform finance, accounting and procurement processes by automating and streamlining mission-critical operations powered by the latest AI, ML and blockchain technologies to reduce costs, drive efficiencies, improve quality, while creating a more personalized end-user experience.

### Financial Industry Solutions

On behalf of financial institutions, we deliver efficient lending, mortgage and payment processing services and solutions built on trusted relationships that provide scale, operating excellence and automation, and improved financial outcomes, while bringing new levels of security, efficiency and value to every customer touchpoint.

### HR and Learning Solutions

On behalf of global organizations and governments, we deliver mission-critical, technology-enabled HR services and solutions that improve business processes across the employee journey to maximize business performance, while increasing employee satisfaction, engagement and overall wellbeing.

### Legal, Compliance and Analytics

We help corporate legal departments and their outside legal counsel detect, respond, and manage legal and compliance-related events through expertise, process innovation and best-in-breed technology to reduce cost, ensure defensibility, manage risk, while delivering insights and decision-making power.

## Analyst rankings and ratings

### HR & Learning Solutions

NelsonHall Learning Services NEAT, 2021

- Learner Experience Focus, Leader
- Innovation in Technology/Tools Focus, Leader
- Innovation in Services Focus, Leader
- Geographic Footprint and Scalability Focus, Leader
- Digital Learning Transformation Journey, Leader

NelsonHall Next Generation Health and Welfare Administration NEAT, 2021

- Overall Focus, Leader
- Cost Focus, Leader
- Digital Focus, Leader
- Global Reach, Major Player

NelsonHall Cloud-Based HR Transformation NEAT, 2020

- Overall Market Segment, Leader
- Multi-Country Focus, Leader
- Efficiency Focus, Leader
- Success Factors Service Focus, Leader
- Workday Services Focus, Leader

### Business Process Solutions

NelsonHall Property & Casualty Insurance BPS NEAT, 2020

- Overall, Major Player
- Claims Management Focus, High Achiever
- Policy Acquisition & Services Focus, Major Player

Everest Group Property and Casualty (P&C) Insurance BPO – Service Provider Landscape with Services PEAK Matrix Assessment, Major Contender, 2020

HFS Top 10 F&A Service Providers, #12, 2019

NelsonHall Property & Casualty Insurance BPS NEAT Report, 2019

- Overall, Leader
- Claims Management Focus, Leader
- Policy Acquisition & Services Focus, Innovator

Everest Group Finance and Accounting Outsourcing (FAO) Services PEAK, Major Contender, 2019

NelsonHall Property & Casualty Insurance BPS NEAT Report, 2019

- Overall, Leader
- Claims Management Focus, Leader
- Policy Acquisition & Services Focus, Innovator

Everest Group P&C Insurance BPO Services PEAK, Major Contender, 2019