Celent.

XCelent.

Awards 2025

Policy Administration Systems: P&C Insurance; APAC Edition

2025 XCelent Awards, Powered by Vendormatch

Max Ang, Karun Arathil, Karlyn Carnahan, Nathan Golia, Harry Huberty, Donald Light, Jaspaul Saini, Fabio Sarrico

May 1, 2025

A part of GlobalData

Executive Summary

This report provides an overview of the policy administration systems available in APAC for property casualty insurance carriers. The report profiles 31 policy administration systems and provides an overview of their functionality, customer bases, lines of business supported, technology, implementation, pricing, and support.

The following vendors and products are included in this report:

- Anoud Technologies LLC: Anoud+ Corporate Insurance
- Anoud Technologies LLC: Anoud+ Personal Insurance
- Azentio: ONEInsurance
- Bytesforce Technologies: InsurerMate© P&C CorePAS Suite
- ChainThat: Beyond Policy Administration
- Cleva Solutions: Cleva Insurance Solution P&C
- Computer Professionals Inc: GENIISYS
- Duck Creek Technologies: Duck Creek Policy
- DXC Technology: DXC Assure Integral
- EnoviQ Technologies Inc: CLAPi P&C Insurance Platform
- Entsia: Entsia
- Evari: Evari Policy
- Fadata: INSIS Non-Life
- Finatext Ltd.: Inspire
- FintechOS: FintechOS Platform—Property/Casualty
- FirstApex: FirstGen for P&C Insurance
- Guidewire Software: Guidewire PolicyCenter
- hokan, Inc.: hokan
- ICE InsureTech: ICE Policy
- Innoveo: Innoveo Skye
- Insly: Insly Platform
- INSTANDA: INSTANDA P&C Policy
- KASKO: KASKO—PAS
- KGiSL: NSure Core P&C
- Okayo: Okayo
- Peak3: Graphene
- Salesforce.com: Salesforce Digital Insurance Platform
- SAP Fioneer: Policy Management in SAP S/4HANA
- Sapiens: Sapiens IDITSuite

- SSP Limited: SSP Insurer
- Tata Consultancy Services: TCS BaNCS for Property and Casualty

Introduction

In one sense, the definition of a policy administration system (PAS) is very simple: It is the system of record for all policies that an insurance company has written. At this most basic level, a PAS is a repository of policy-level data related to objects of insurance, coverages, limits, conditions, exclusions, duration of the policy, endorsements, and so forth. A permanent policy record is created at the time a policy is issued and includes the complete history of the policy through renewal, termination, cancellation, and/or reinstatement.

In actual practice, an insurer uses a PAS—either by itself or closely integrated with specific point solutions—to execute several core processes and, in doing so, relies on several types of supporting capabilities. All modern core policy systems provide basic functionality for the most standard processes of quoting, issuing, endorsing, and renewing a policy. However, there is significant variation in the way solutions handle these functions.

This report is part of a series on policy administration systems (PAS) in North America, Latin America, EMEA, and Asia-Pacific. This report profiles major property casualty policy administration systems available in Asia-Pacific today. Celent evaluated vendors based on three dimensions: Advanced Technology, Breadth of Functionality, and Customer Base and Support.

Insurers continue to have a wide spectrum of systems and vendors to consider when they look for a solution to fit their needs. This report includes 31 systems that met the inclusion criteria for Asia-Pacific. Its goal is to help insurers assess how well a vendor may meet their requirements and create a short list of vendors for evaluation. Celent clients should take advantage of their access to the authors through analyst calls to learn more about the vendors.

In addition to this report, two companion reports will provide more context to this snapshot of the PAS market. Coming out alongside this one is *So You Want to Buy a P&C Policy Administration System*, which outlines the latest developments in functional and technical capabilities in these systems, along with a glossary and key components guide. The definitions for each feature can help an insurer understand the breadth of available functionality as they define their own requirements.

Later this year, we will release our Policy Admin Customer Feedback report. Formerly part of this report in the “ABC” calculation, we decided to separate the customer feedback portion out to make these profiles slimmer. This upcoming report will provide aggregated customer assessments of a subset of the vendors in this report.

Report Methodology

In this report, Celent's objective is to include as many as possible of the leading policy administration systems being used or actively sold to insurers in APAC. Celent actively reviews vendor systems in the insurance software market and invites the vendors to participate in reports like these.

Evaluation Process

To analyze the capabilities of policy administration solutions that are active in the insurance marketplace, Celent sent an invitation to participate in this year's report to a broad set of vendors. There was no cost for vendors to participate.

Each participating vendor completed an online RFI. The RFI requested information about the features provided in the solution, its technology and architecture, the current client base, the pricing models, and the vendor itself. After that, each provided a 60- to 90-minute briefing and demo for Celent focusing on usability and functionality for everyday users, product and rules configurability for IT and system administration users, and the overall architecture of the system.

The RFIs and the demos/briefings provided quantitative and qualitative data that was used in the analysis of these vendors. This process is described in the next section.

Vendors had an opportunity to review their profiles for factual accuracy and to provide their own perspectives but were not permitted to influence the evaluation.

Some of the vendors profiled in this report are Celent clients, and some are not. No preference was given to Celent clients for either inclusion in the report or in the subsequent evaluations.

Celent used its unique VendorMatch platform to gather RFI data from each vendor. VendorMatch is the world's largest vendor and solutions data store—combined with analytical tools—to help financial institutions find, evaluate, and select a solution. Each profile contains a link to the solution's VendorMatch profile.

The RFI for this market research gathered information across multiple dimensions, including:

- Company information
- Product overview
- Specific information about the vendor and the system—including, among other elements:
    - *Functionality*
    - *Technology*

- *Implementation and support*
- *Commercial terms*
- *Customer base*

As part of the VendorMatch RFI process, Celent gathered much more information about each solution than is reflected in this report. Celent clients can leverage analyst access to connect with the author and learn more about the vendors. They can also use Celent's VendorMatch platform to review a vendor's online company and product profiles. Since the online database can be updated at any time, the online data may be more current than this report.

About the Profiles

Each profile is structured the same way. Profiles present information about the vendor and its claims administration system offerings, its geographic presence, and its client base. Charts are used to provide more detailed information about specific features such as lines of business supported, technology, and partnerships.

Each profile also includes an analyst opinion, crafted based on the information from the demo and RFI. The profiles are presented in alphabetical order.

Limitations

Celent recognizes that the strength of any policy administration system is somewhat dependent on an insurance company's needs and business. A solution ranked low in Celent's rankings may be a perfect fit for several insurers for a variety of reasons: price, business-specific functionality, target customer base, existing technology environments, or simple preference. For this reason, these rankings are purely the opinion of Celent. Insurers should use them in the context of their own specific situations.

Celent believes that this study provides valuable insights into current offerings in policy administration solutions. However, readers are encouraged to consider these results in the following context: The vendors self-reported. Participants in the study were asked to indicate which policy administration capabilities were provided in addition to providing generic information about their client base. Celent did not fully confirm the details provided by the participants, although we did obtain a demo which allowed us to partially confirm some of the information.

XCelent Winners and Technical Capability Matrix

To help financial institutions better understand the vendor landscape and compare providers, Celent developed its ABC methodology, which positions vendors across three dimensions:

- Advanced Technology
- Breadth of Functionality
- Customer Base and Support

While this is a standard tool that Celent uses across vendor reports in many different areas, each report will define the ABC categories slightly differently. The final rating is determined by Celent's and customers' scores of these factors, when appropriate, as well as Celent's view of the relative importance of the factors as they apply to both the solution and the vendor's capabilities.

Table 1: Examples of Factors Used in ABC Evaluation

ABC Categories	Possible Factors
Advanced Technology	– Customer feedback on technology, integration, and APIs – Configurability and upgrades – Code, databases, operating systems details – Integration – Methods, services, and APIs – Deployment options – Change tooling – Upgrade automation
Breadth of Functionality	– Customer feedback on features and functions – Overall support of components and features – Product support and in-production status

ABC Categories	Possible Factors
Customer Base and Support	– Number and size of insurers running the system – New insurance clients won in the last two years – Number of countries where the system is implemented – Vendor’s partners network

Source: Celent

Top performers in each ABC dimension receive a corresponding XCelent award. This year’s winners for APAC are:

Celent.
Advanced Technology 2025

Bytesforce

Peak3

Celent.
Breadth of Functionality 2025

Guidewire PolicyCenter

Celent.
Customer Base and Support 2025

DXC Assure

Celent Technical Capability Matrix

This report also includes the Celent Technical Capability Matrix. We have placed each solution into one of five categories based on the sophistication and breadth of its technology and functionality (i.e., plotting the A and B dimensions). Solutions are not ranked within the assigned category; they are listed alphabetically.

The five categories are:

- Luminary: Excels in solution capabilities and generally has a leading market presence.

- Technology Standout: Excels in technology modernity, although often without the same depth of features as leading competitors. Frequently newer, these solutions have chosen a focused set of functions with which to begin their journey.
- Functionality Standout: Excels in functionality and likely to have a large installed base. Often more established, these solutions have built out a robust set of features over many years.
- Noteworthy Solution: Potential challengers to the more established competition. They may occupy a niche place in the market, whether by targeted use case, sector-leading features, client size, or geography.
- Developing Solution: New to the market, typically. They may have the potential to mature into a market challenger.

The matrix appears on the following page.

Figure 1: Celent Technical Capability Matrix

Profiles

SAP Fioneer: S/4HANA Insurance for Policy Management

Company and Product Snapshot

Table 343: Company Snapshot

Year Founded	2021
Headquarters	Walldorf, Germany
Number of Employees	1,100
Revenues (USD)	Not disclosed
Financial Structure	Private with outside investors
VendorMatch Link	S/4HANA Insurance for Policy Management

Source: Vendor RFI

Table 344: Product Snapshot

Name	S/4HANA Insurance for Policy Management
Year Originally Released	2004
Current Release and Date of Release	2021/2021
Revenue Derived from the Product	€3,900,000
R&D Expense	R&D expense over the past two years has been 55% of total revenue attributed to this solution.
FTEs Providing Professional Services for Product	70
Notable Clients	Achmea (Netherlands), Credendo (Belgium), Samsung (South Korea)

Source: Vendor RFI

Celent Opinion

Summary:

The SAP Fioneer S/4HANA Insurance for Policy Management functionality demo highlighted a comprehensive motor insurance solution utilizing SAP Fioneer Launchpad, showcasing S/4HANA Insurance's capabilities in quotation, underwriting, real time payment, and policy issuance. The process begins with generating a quote, followed by risk assessment, premium payment, and policy management, all of which are accessible through an intuitive agent portal that organizes daily tasks, pending quotes, and sales analytics. Key features include AI integration for document verification, a structured coverage overview, and streamlined endorsement and cancellation processes. The system supports automated renewals and offers robust analytics through a query browser, while reinsurance management is facilitated via a dedicated portal. Product configuration is agile, allowing for rapid customization and integration, with a focus on modular design and scalability. The platform also includes comprehensive data modeling, UI/UX (user interface/user experience) configuration, and business rule management, ensuring flexibility and compliance.

Overall, SAP Fioneer provides a modular, end-to-end solution for insurance management, enhancing operational efficiency and user experience.

Strengths:

- For the UI, the platform is built on the SAP Fioneer Launchpad, which offers a clean, intuitive design that enhances the user experience. It allows agents to easily navigate through daily tasks, pending quotes, and analytics. The clear progress bars and categorization of tasks help users understand their workflow and status immediately.
- For features and functionality, the platform covers the entire insurance lifecycle, from quotation and underwriting to policy issuance and renewal, providing a robust solution for motor insurance. The use of AI for document verification enhances accuracy and reduces mismatches, streamlining the underwriting process. The ability to send payment links and integrate with payment platforms such as PayPal improves customer experience and operational efficiency.
- For configurability, the system allows for extensive customization through its Product Studio, enabling users to create and manage products, rules, and workflows tailored to their needs. The platform supports complex business rules through decision tables and scripts, allowing for tailored underwriting and rating processes.
- SAP Fioneer leverages cloud technology, ensuring scalability, accessibility, and reduced infrastructure costs. The use of RESTful APIs facilitates integration with other systems and services, promoting interoperability and flexibility. The modular approach allows for independent updates and enhancements, ensuring the system remains current and adaptable to changing business needs.
- For service and sales, the agent portal provides a 360-degree view of customer policies, enhancing service delivery and customer relationship management (CRM). Out-of-the-box analytics capabilities enable agents to track performance metrics and customer retention, supporting informed decision-making.
- SAP Fioneer's platform includes robust workflow capabilities, allowing for efficient task management and collaboration among users. SAP Fioneer integrates with various partners for document management and CRM, enhancing its functionality and service offerings. The system is designed to handle various insurance types, including health, life, and property and casualty, making it versatile for different market needs.

Weaknesses:

- While the UI is user-friendly, the advanced features and configurations may be complex for nontechnical users, requiring additional training and support. The expert view in the Product Studio can appear complicated and overwhelming, potentially hindering usability for those unfamiliar with the system.
- The discontinuation of ISO support may limit flexibility for users accustomed to ISO rating systems, potentially complicating compliance for some customers in the US. Typically, agents do not have access to the underwriting workbench, which may slow down processes unless specifically granted for demos or special cases.

- While configurability is a strength, the extensive customization options may lead to increased complexity and longer implementation times, especially for organizations without dedicated technical resources. The need for business technical consultants (BTCs) to develop and implement configurations may create bottlenecks and increase reliance on specialized personnel.
- Although the platform uses modern APIs and cloud technology, integrating with legacy systems or third-party applications may still pose challenges, particularly for organizations with existing infrastructure. Being cloud-based may raise concerns for organizations with strict data governance or security requirements, as they may prefer on-premises solutions.
- The complexity of the system may necessitate extensive training for agents and staff, which could lead to increased onboarding time and costs. Depending on the service-level agreements (SLAs) and support structure, users may experience delays in receiving assistance for technical issues or inquiries.
- While the workflow capabilities are strong, they may not be fully tailored to insurance-specific processes, potentially requiring additional customization to meet unique business needs.

Functionality

More than 10 instances of the solution are in production as a stand-alone implementation.

Table 345: Suite Availability

	Availability
Claims	■
Billing	■
Reinsurance	■
Rating Engine	■
Digital Tools	■
Distribution Management	■
Business Intelligence	■
Data Warehouse	■

Legend: ✔ = Integrated into the module; ■ = Separate module available from this vendor; ● = Through a formal partnership with another vendor; ✖ = Not available

Source: Vendor RFI

Table 346: Functionality

Category	Function	In Production	Supported but Not in Production	Not Supported
Desktop	Underwriter desktop	●		
	"Sounds Like" search	●		
Data Services	Omni document submission ingestion	●		

Category	Function	In Production	Supported but Not in Production	Not Supported
	Integration and prefill with data from external data services	●		
Documents and Notes	Includes a correspondence and forms library			●
	Includes a content repository and document management	●		
	Includes a notes facility	●		
	Ability to search text within notes and diaries	●		
Supervisory Tools	Dashboard to manage employee's workload			●
	Automated underwriter assignment			●
	Out-of-office / vacation rules	●		
Workflow	Automatic task generation	●		
Quote	Supports Quick Quote nonbinding quoting based on minimal info	●		
	Side-by-side quotes	●		
	Dynamic questions	●		
Endorsements, Renewals, and Other Transactions	Supports automated renewals	●		
	Supports automated cancellations	●		
Risk Analysis	Submission prioritization	●		
	Anomaly identification		●	
	Calculates alerts and/or risk scores		●	
	Location analysis		●	
	Loss analysis		●	
	Underwriting recommendation engine	●		
Underwriting Support	Can track subjectivities and completion	●		
	Document summary and interpretation		●	
	Coverage recommendation engine	●		
	Portfolio optimization guidance		●	
Pricing Analysis	Pricing decision support		●	
	Layer pricing			●
Excess, Layers, and Reinsurance	Can document the layer, coverage, and limits when other insurers are also covering parts of the total exposure	●		
	Can indicate any reinsurance contracts that apply		●	

Category	Function	In Production	Supported but Not in Production	Not Supported
	Can determine if the policy is covered under an existing treaty or requires fac re		●	
Product Design Tools	Base insurance product templates	●		
	Inheritance of product and rating rules	●		
Rate Calculations	Rate tiering	●		
	Rate capping	●		
	If legal in your territory, the system provides price optimization features	●		
	Multidimensional tables	●		
	Reusable rating components	●		
	Includes testing, modeling, and product analysis tools		●	
Versioning and Change Control	Versioning and update management	●		
	Expiry mechanism for products to ensure that quotes are up to date		●	
	Change control functions	●		
Other	Supports market Systems and Integrations (e.g., ECF and ECF Write-Back)	●		

● = Available out of the box

● = Configurable through a scripting language/coding

● = Under development / on road map

● = Configurable using simple tools for business user

● = Available with integration to a third party solution

● = Could develop, would be considered customization

● = Configurable using simple tools for IT user

● = Available with integration to a separate module provided by this vendor

● = Not available / not applicable

Source: Vendor RFI

Lines of Business Supported

Table 347: Lines of Business Supported

Line of Business	NA	EMEA	APAC	LATAM
Personal Auto	☐	✔	✔	☐
Boat/Motorcycle/ATV/etc.	☐	✔	✔	☐
Homeowners/Home	☐	✔	✔	☐
Renters/Contents	☐	✔	✔	☐
Umbrella	☐	✔	✔	☐
Commercial Auto	☐	✔	✔	☐
Commercial Property	☐	✔	✔	☐
Commercial Liability	☐	✔	✔	☐
Workers' Compensation	☐	☐	☐	☐
Medical Professional Liability	☐	☐	☐	☐
Other Professional Liability	☐	✔	✔	☐
Business Owners Policy (BOP)	☐	✔	✔	☐
Flood	☐	☐	☐	☐
Jewelers Block	☐	☐	☐	☐
Cyber Insurance	☐	☐	☐	☐
Surety & Fidelity	☐	☐	☐	☐
Excess Policies	☐	☐	☐	☐
Directors and Officers Liability	☐	☐	☐	☐
Inland Marine	☐	☐	☐	☐
Excess Casualty	☐	☐	☐	☐
Ocean Marine	☐	☐	☐	☐
Environmental	☐	☐	☐	☐

Legend: ✔ = In production; ☐ = Supported but not in production; ✕ = Not supported

Source: Vendor RFI

Customer Base

Table 348: Client Base by Size and Deployment Option (Global)

Not disclosed

Source: Vendor RFI

Table 349: Implementations by Country

Region	Countries
North America	
Europe	Austria, Belgium, Germany, Netherlands
Middle East	Saudi Arabia
Africa	
Asia-Pacific	India, Indonesia, Malaysia, Singapore, South Korea, Taiwan, Vietnam
Central America	
South America	
Caribbean	

Source: Vendor RFI

Technology

Table 350: Technology Options

Technology Options	Responses	
Code Base	Java: 20%, Other: 80%	
Integration Methods	API (RESTful or SOAP); Web services; XML (not through Web services); HTML; HTTP; RESTful HTTP style services; JSON format; MQSeries, JMS, or similar queue technology; custom APIs; flat files; native messaging; other	
External API Capability Is Based on a 3rd Party API Framework	No	
API Details	✔	The API is documented.
	✔	External systems can trigger an event in the system, which can be responded to by a workflow or business rules system.
	✕	API management supports local or global standards, such as ACORD application creation and rendering.
	✔	API sample codes are available to clients.
	✔	API developer portal is available for support and descriptions.
	✔	API testing portal and the ability to use scripts on website are available.
	✔	The system allows API publishing in SOAP, REST, JSON, and XML style services as APIs.
	✔	API version management is available.
	✔	Access to the APIs is managed, and use of APIs tracked by developers.
	✔	Training in extending the system is offered.

Technology Options	Responses
Legend: ✔ = Available; ✖ = Not available	

Source: Vendor RFI

Table 351: Deployment Options

	NA	EMEA	APAC	LATAM
On-premise at the customer	✔	✔	✔	✔
On-premise at a partner	✔	✔	✔	✔
On-premise at the vendor/software provider	✔	✔	✔	✔
Private cloud	✔	✔	✔	✔
Public cloud	✔	✔	✔	✔
Client-managed public cloud (Client manages hyperscaler and application)	✔	✔	✔	✔
SaaS single tenant (vendor manages hyperscaler and application)	✔	✔	✔	✔
SaaS multi-tenant (vendor manages hyperscaler and application)	✖	✖	✖	✖

Legend: ✔ = In production; ☐ = Supported but not in production; ✖ = Not supported

Source: Vendor RFI

Table 352: SaaS Capabilities

Elements	Availability
Support a multi-tenant architecture	✖
Type of effort required to update the solution	Automated scripts—fully automated
Cadence of upgrades for multi-tenant deployments	N/A
Deployment approach supports elasticity	Yes, automatically
Current APIs-related strategy	Enabled by consumable APIs
Ability of the deployment model to leverage a serverless approach	✖
Ability to enable independent services (microservices)	✖
Proportion of the system architected as microservices	Under 25%
Support automation of development and deployment processes (DevOps)	✔
Ability to run and deploy under containers to improve the application deployment	✔
Need for containerization to run in a cloud	✔
Ability of the system's functions and capabilities to be distributed among a private cloud and a public cloud	✖

Legend: ✔ = Yes ✖ = No

Source: Vendor RFI

Table 353: Change Tooling and Upgrades

Types of Changes	Availability
Business Rule Definition	☐
Data Definition	●
Table Maintenance, List of Values, etc.	☐
Interface Definition	☐
Product Definition	☐
Role-Based Security, Access Control, and Authorizations	✔
Screen Definition	☐
Workflow Definition	☐

Legend: ✔ = Configurable via tools for business users; ☐ = Configurable via tools for IT users; ■ = Configurable via scripting; ⊖ = Configurable via the vendor; ● = Coding required; ✕ = Not available

Source: Vendor RFI

Table 354: Public Cloud Options

Providers	NA	EMEA	APAC	LATAM
Microsoft Azure	☐	☐	☐	☐
Amazon AWS	☐	☐	☐	☐
Google Cloud Platform (GCP)	☐	☐	☐	☐
Alibaba Cloud	☐	☐	☐	☐
IBM Cloud / Bluemix	☐	☐	☐	☐
Oracle Cloud	✕	✕	✕	✕
Salesforce Cloud, Force.com, AppExchange	✕	✕	✕	✕
Other	☐	☐	☐	☐

Legend: ✔ = In production; ☐ = Supported but not in production; ✕ = Not supported

Source: Vendor RFI

Partnership

Table 355: Implementation and Support

Type of Partnership	Partner Vendor
System Integrators	Accenture, Deloitte, EY, msg global solutions, Serole, Fujitsu
Fintech Partners	SAP Fioneer is actively recruiting insurtech partners as part of the Amplify Insurtech program.

Source: Vendor RFI

Implementation, Support, and Pricing

Table 356: Implementation, Support, and Pricing

Typical Implementation Team Size	20 to 30
Resource Breakdown	Client: 40%, Vendor: 40%, Third Party: 20%
Location of Employees	SAP Fioneer has 70 employees in EMEA and 80 employees in Asia-Pacific.
Average Time to Implementation	Initial implementation: 7 to 12 months 2nd and subsequent lines of business: 4 to 6 months 2nd and subsequent states/jurisdictions: 4 to 6 months
Pricing Models	Perpetual license, enterprise license, subscription-based license

Source: Vendor RFI

Concluding Thoughts

For Insurers

There is no "one-size-fits-all" policy admin solution, but insurers can take comfort in the fact that there are myriad options to fit almost any set of requirements. An insurer seeking a new core system should begin the process by looking inward. Every insurer has its unique mix of lines of business, geography, staff capabilities, business objectives, and financial resources. This unique combination and the organization's risk appetite will influence the list of vendors for consideration.

Some vendors are a better fit for an insurance company with a large IT group that is deeply proficient with the most modern platforms and tools. Other vendors are a better fit for an insurance company with a small IT group that wants the vendor to take a leading role in maintaining and supporting its applications.

Most core systems bring some level of out-of-the-box functionality for various lines of business and operating models. Many systems offer powerful configuration tools to build capabilities for both known and future requirements.

We recommend that insurers that are looking for a policy admin system narrow their choices by focusing on four areas:

- The functionality needed and available out of the box for the lines of business and geographies desired. Check to see what is actually in production.
- The technology—the integration framework, the overall architecture, and the configuration tools and environment.
- The vendor's stability, knowledge, and investment in the solution.
- Implementation and support capabilities and experience.

For Vendors

There has been considerable investment among solution providers to differentiate themselves from their peers. Many of today's policy admin systems are mature. The solutions deliver robust functionality, improve configuration tools, and are more connected with APIs. Cloud implementation is also becoming table stakes.

Although these trends are beneficial for insurers, they make the competitive challenges facing vendors much more daunting.

Celent recommends vendors differentiate themselves by:

- Focusing on improving usability for both new and experienced users and managers.

- Investing in AI—and specifically GenAI—to compete with the advancing consumerization and worker expectations for this new technology.
- Building an ecosystem of tech solutions and insurtechs that integrate with the policy admin solution.
- Making implementation faster and less expensive.
- Continuing to move to open APIs and other integration frameworks to drive the easy orchestration of processes and data across external digital capabilities.
- Continuing to build out configuration environments to put change controls in the hands of the carriers.

Leveraging Celent's Expertise

If you found this report valuable, you might consider engaging with Celent for custom analysis and research. Our collective experience and the knowledge we gained while working on this report can help you streamline the creation, refinement, or execution of your strategies.

Support for Financial Institutions

Typical projects we support include:

Vendor short listing and selection. We perform discovery specific to you and your business to better understand your unique needs. We then create and administer a custom RFI to selected vendors to assist you in making rapid and accurate vendor choices.

Business practice evaluations. We spend time evaluating your business processes and requirements. Based on our knowledge of the market, we identify potential process or technology constraints and provide clear insights that will help you implement industry best practices.

IT and business strategy creation. We collect perspectives from your executive team, your frontline business and IT staff, and your customers. We then analyze your current position, institutional capabilities, and technology against your goals. If necessary, we help you reformulate your technology and business plans to address short-term and long-term needs.

Support for Vendors

We provide services that help you refine your product and service offerings. Examples include:

Product and service strategy evaluation. We help you assess your market position in terms of functionality, technology, and services. Our strategy workshops will help you target the right customers and map your offerings to their needs.

Market messaging and collateral review. Based on our extensive experience with your potential clients, we assess your marketing and sales materials—including your website and any collateral.

Related Celent Research

GenAI in Legacy Modernization
April 2025

Cloud Decisions: A Guide for Cost- and Value-Conscious P&C Insurers
March 2025

Dimensions Asia-Pacific P&C Insurance IT Pressures & Priorities
February 2025

Dimensions Middle East & Africa P&C Insurance IT Pressures & Priorities
February 2025

Dimensions Latin America P&C Insurance IT Pressures & Priorities
February 2025

Dimensions Europe General Insurance IT Pressures & Priorities
February 2025

ITC Vegas 2024: A Summary of Core Systems and Legacy Transformation Sessions
February 2025

Dimensions North America P/C Insurance: IT Pressures and Priorities 2025 Edition
February 2025

Top Tech Trends Previsory: Property & Casualty Insurance, 2025 Edition
November 2024

From Legacy to Leading Edge: The New Insurance Best-of-Breed Core System Approach
November 2024

Core System Implementations A Snap Poll for the Celent Executive Panel
October 2024

Unlocking Underwriting Success, Global Edition
September 2024

Unlocking Underwriting Success, North American Edition
September 2024