



Banking & Financial Services

SPARK Matrix™: P&C Core Insurance Platform, Q4 2024

Market Insights, Competitive Evaluation, and Vendor Rankings
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TABLE OF CONTENTS

Executive Overview 3

Market Overview..... 4

Competitive Landscape and Analysis 8

 Key Competitive Factors and Technology Differentiator.....12

SPARK Matrix™: Strategic Performance Assessment and Ranking 17

Vendor Profile..... 22

Research Methodologies..... 88

Executive Overview

This research service includes a detailed analysis of global P&C Core Insurance Platform market dynamics, major trends, vendor landscape, and competitive positioning analysis. The study provides competition analysis and ranking of the leading P&C Core Insurance Platform vendors in the form of the SPARK Matrix™. This research provides strategic information for technology vendors to better understand the market supporting their growth strategies and for users to evaluate different vendors' capabilities, competitive differentiation, and market position.

Market Dynamics and Overview

QKS Group defines P&C Core Insurance Platform as:

“A Property & Casualty Insurance (P&C) platform enables insurers to manage core operational functions, including policy administration, billing, and claims, for personal, commercial and specialty lines of insurance. In, addition to core operations, an integrated P&C suite provides persona-based self-service portals, document generation and management, distribution management and loss control solutions while also supporting integration with payment facilitators, third-party systems and data sources. The platform further enhances efficiency through task automation by leveraging AI, machine learning, and advanced analytics, delivering predictive insights and streamlining operations across all lines of business.”

The Property & Casualty (P&C) Core Insurance Platform market is experiencing rapid transformation, driven by climate-related risks, a focus on data strategies, and advancements in digital technology. Insurers are adopting personalized digital tools tailored to the roles of agents, policyholders, customer service representatives (CSRs), and underwriters, enhancing both accessibility and operational efficiency. The integration of artificial intelligence (AI), machine learning (ML), and advanced analytics is automating workflows and supporting predictive decision-making for more effective risk management.

Cloud technology is becoming essential for improving operational efficiency, as insurers increasingly rely on scalable, flexible, and cost-effective cloud-based platforms. This transition towards self-service automation is streamlining internal processes, offering real-time services, and enhancing customer experiences. Meanwhile, modernizing legacy systems remains a priority, as insurers expand digital channels and innovate product offerings to better respond to emerging risks and shifting customer demands. To address climate-related risks, insurers are incorporating advanced analytics and geospatial tools into their underwriting and risk assessment processes. These data-driven approaches enable better management of environmental and emerging risks, including extreme weather events, while supporting the development of customized insurance products tailored to evolving challenges.

As the market becomes more competitive, insurers are investing in AI-powered operational improvements and predictive analytics to boost decision-making and overall efficiency. This shift is turning data into a strategic resource, fostering product innovation

and enhancing distribution capabilities. The industry's focus on API-based architectures and third-party integrations further highlights the move toward interoperability and the creation of agile, adaptable platforms for the future.

The following are the key capabilities of P&C Core Insurance Platforms:

- ◆ **Policy Lifecycle Management-** The PAS-P&C solution manages the entire policy management lifecycle right from initial quoting, policy issuance, generating the invoices, tracking billings, loan disbursements & annuities, new business underwriting, claims processing, premium payments, agent commission, regulatory compliance, policy illustrations, document management. The solution automates the entire policy lifecycle management of property and casualty insurance policies across personal, commercial, worker's compensation, and specialty lines of business. PAS-P&C platform allows insurers to collect, view, and manage client information enabling insurers to gain insight into the changing needs of policyholders and make necessary changes to policy including affordability of the policy premium, coverage amount, and tax benefits accordingly to maintain a better business relationship with their customers.
- ◆ **Illustration and Quotation-** The PAS-P&C platform offers Illustration and Quotation solution that helps insurers generate an automated graphical representation of policy performance and price quotes based on the personal information and insurance needs of individual clients. The solution simplifies the sales process by helping agents and brokers discover which policy fits the insurance needs of individual clients. Illustration and Quotation solution embedded with a calculation engine allows insurers to handle complex product illustrations via utilizing extensive library pre-built calculation/method including extensibility functions for client-specific needs. The platform, through its Illustration and Quotation feature, provides support for conducting what-if scenarios. These scenarios enable the assessment of trade-offs among different policy options and help in analyzing the performance and outcomes of policies when input variables such as premium allocation, policy tenure, and coverage amount are adjusted.
- ◆ **Underwriting-** The PAS-P&C platform offers underwriting tools that insurers leverage to quickly assess risk, make a decision, and helps agents and brokers convert the generated quotes to new business. Underwriting is performed by processing applications and capturing applicant's information which is then subjected to pre-defined rules and algorithms for assessing the risk associated/insurability of the applicant and determining the appropriate premium

rate. PAS-P&C vendors offer underwriting solutions integrated with external data sources such as credit bureaus and property valuation services to gather information for risk assessment. The solution utilizes a rules engine where insurers can define and customize rating algorithms used to set up calculation logic as per insurer's underwriting guidelines.

- ◆ **Claims Processing-** The claims processing capability offered within the PAS solution constitutes an extensive suite of features tailored to optimize the entire claims procedure. It involves the automation of the complete end-to-end claims process, commencing from initiation to final settlement, ensuring operational efficiency across all phases. Configurable scripting empowers adaptive case management, granting the agility to adjust to evolving claim scenarios. Harnessing advanced technology, Chatbots facilitate the submission of first notice of loss (FNOL), enhancing the overall customer experience. Pre-established integrations with various data repositories like MVR and CLUE that enable swift access to critical information, facilitating well-informed decision-making. Furthermore, a rules engine automates claim routing, and rule-based workflows facilitate smooth straight-through processing, enhancing claims adjudication efficiency and overall streamlining of the claims management process for insurers.
- ◆ **Multi-channel engaging portals-** The PAS-P&C solution offers engaging portals across multiple channels that include web-based portals and mobile applications where the agents, as well as the customers, can use self-service functionalities and gain the relevant policy information thereby enhancing the overall user experience. These portals provide a holistic view of the policy's status, details, and overall business performance. The PAS-P&C solution offers agent portals via multiple channels that provides access to policy's data including remunerations, payments, commission transaction and statements helping agents and brokers to understand upcoming cancellations, renewals, quotes in order make decision resulting in increased customer reach and retention. The PAS-P&C solution offers portals that are accessible by both insurers and customers enabling them to purchase or change policies, file claims, submit documentation, and receive notifications, and allow seamless execution of transactions. These portals and channels also aid promoting cross-selling and in gaining customer loyalty while streamlining the communication process with the employees. Vendors in the PAS-P&C market offers self-service portals to policyholders that enable them to access policies and resolves issue on their own enhancing customer experience and mitigating the need for dependency on customer service. The PAS-P&C vendors offer a fully

configurable and customizable self-service portal that can be integrated with the organization's existing systems and applications. The self-service portal allows easy access to policy data via multiple channels and uses simple and secure logins encrypting all the activity and transactions to comply with security and data protection regulations.

- ◆ **Analytics, Reporting, and Dashboarding-** The PAS-P&C solution offers an analytical dashboard with out-of-the-box prebuilt templates that helps financial insurers track sales, identify market trends, and select the appropriate insurance product for the customer, and generate reports that include information on the organization's performance across all line of businesses and underlying products i.e., revenue generated from premiums, policy related expenses, claims payments, and company's key financial ratios. PAS-P&C solution enhances customer experience and helps insurers with decision-making throughout billing, claims, and underwriting processes by providing a 360-degree view of the customer journey via analytical dashboards. The analytical capability within the PAS-P&C solution helps in predicting policy surrender timing by monitoring and analyzing the customer journey. It also forecasts the timing of death claims, allowing insurers to adjust policies and safeguard their business against fraud and risk by identifying fraudulent patterns based on historical transactions. Few PAS-P&C vendors offer feature to mirror/duplicate central policy database/repository which can be used to generate reports which helps mitigate security and performance risks.
- ◆ **Workflow and Case Management-** PAS-P&C vendors offers workflow and case management capability that assign cases and deliver tasks to assigned team/user. Case management offers role-based security, facilitates data validation, and quality assurance to the needed applications. Workflow management efficiently organizes and prioritizes tasks, enabling rule-based process execution, and simultaneously maintaining a record of user actions. This approach helps in mitigating the risks associated with data breaches. Workflow management capability enables insurers to create custom workflows via flow chart designer to automatically route and notify users of specific tasks while notifying supervisors in case of any delayed process in workflow pipeline. The PAS-P&C solution also maintains audit trail by documenting all transactions including reversals, providing complete track of the data which can be useful to comply with market conduct audits and help mitigate data breach risks.

Competitive Landscape and Analysis

QKS Group conducted an in-depth analysis of major P&C core Insurance Platform (PAS-P&C) vendors by evaluating their products, market presence, and value proposition. The evaluation is based on primary research with expert interviews, analysis of use cases, and QKS' internal analysis of the overall P&C Core Insurance Platform market. This study includes an analysis of key vendors, including Azentio, BriteCore, Damco Solutions, Duck Creek Technologies, DXC Technology, EIS, Fadata, Guidewire, Instanda, Insurance Systems Inc., Insuresoft, Insurity, Majesco, OneShield Software, Origami Risk, Salesforce, Sapiens, TCS, and Vermeg.

Duck Creek Technologies, Majesco, Guidewire, Insurity, EIS, Salesforce, Azentio, and Instanda are the top performers in the global P&C Core Insurance Platform market and have been positioned as the top SPARK Leaders in the 2024 SPARK Matrix™ analysis of P&C Core Insurance Platform market.

Duck Creek Technologies, through its cloud-native Duck Creek Suite, supports the full range of Property and Casualty (P&C) insurance products on a unified platform. It includes built-in rating engines and configurable underwriting algorithms, with integrated analytics to optimize pricing and risk management. Enhanced by Duck Creek OnDemand, the platform enables low-code/no-code configuration for fast product updates and innovations. Additionally, Duck Creek's Page Builder and Anywhere APIs support seamless, responsive user experiences for agents, policyholders, and adjusters, while Duck Creek Insights delivers real-time data-driven decision-making to improve operational efficiency and profitability.

Majesco, through its cloud-native P&C IntelligentCore and CoreConnect, provides comprehensive policy lifecycle management tailored to different market tiers. CoreConnect empowers MGAs, MGUs, and smaller insurers with multi-line product support, real-time document generation, and rapid product quoting, integrated with Majesco's Enterprise Rating platform. IntelligentCore, designed for larger P&C insurers, offers advanced policy management, complex rating algorithms, and AI-driven claims automation. Both platforms leverage Majesco's Digital1st® Platform for no-code/low-code configuration and seamless digital transformation, enhancing operational efficiency and scalability across personal, commercial, and specialty lines.

Guidewire through its cloud-native InsuranceSuite and InsuranceNow solutions, provides comprehensive policy administration for Property and Casualty insurance across diverse market segments. InsuranceSuite offers robust policy lifecycle management with integrated distribution channels and advanced hazard data from HazardHub for improved risk assessment. In contrast, InsuranceNow delivers an intuitive, end-to-end solution tailored for small to mid-sized insurers, featuring rapid deployment and straight-through processing. Enhanced by Guidewire Explore for real-time analytics and Guidewire Canvas for geo-visualization in claims management, these platforms empower insurers to streamline operations and improve customer responsiveness effectively.

Insurity, through its cloud-based Insurity Suite, offers a comprehensive solution for Property and Casualty (P&C) insurance on a unified platform. It features a robust policy administration system that streamlines quoting, binding, and issuance, supported by the Underwriting Workbench for enhanced risk assessment using geospatial data and predictive modeling. The suite includes no-code configuration tools for custom workflows and a direct-to-consumer portal for independent policy management. Additionally, Insurity Connect serves as a secure integration gateway, while the Claims Management module provides an omni-channel FNOL experience. Collectively, these capabilities empower insurers to optimize operations and improve policyholder satisfaction.

EIS, through its cloud-native EIS Suite™, offers a comprehensive solution for Property and Casualty (P&C) insurance on a unified platform. It features modular core applications—PolicyCore®, BillingCore®, ClaimCore®, and CustomerCore®—that facilitate seamless interoperability across the entire policy lifecycle. With an API-first architecture and low-code configuration tools, the platform accelerates product development and enhances operational agility. EIS leverages AI and advanced analytics to optimize underwriting and decision-making, while its unified interface ensures superior customer engagement for both insurers and their clients, driving efficiency and satisfaction in the insurance process.

Salesforce, through its Digital Insurance Platform, delivers comprehensive policy lifecycle management tailored for various Property and Casualty (P&C) insurance lines, including commercial, specialty, personal, and group benefits. Built on the Financial Services Cloud, the platform supports quote-to-bind, policy administration, claims management, and billing, all within a fully configurable application management system. Enhanced by real-time analytics and extensive API capabilities, it ensures seamless integration with external systems and improved customer engagement. Leveraging AI-driven insights from Customer 360, Salesforce empowers insurers to adapt quickly to market changes,

facilitating rapid no-code and low-code product development that enriches the digital customer journey.

Azentio, through its ONEInsurance platform, delivers comprehensive support for various Property and Casualty (P&C) insurance transactions, including policy issuance, billing, and claims management. The platform features an integrated product configuration tool and a robust rating engine, enabling insurers to customize offerings and streamline processes. Enhanced by advanced analytics capabilities, ONEInsurance allows users to leverage insights for improved decision-making. Additionally, its flexible distribution management system simplifies agent onboarding and provides real-time performance insights. With a dual focus on conventional and shariah-compliant solutions, Azentio's platform caters to diverse business models, fostering enhanced customer engagement and operational efficiency.

Instanda, through its fully digital Property and Casualty Insurance Platform, empowers carriers and MGAs to rapidly develop and deploy a wide array of insurance products, from standard offerings to specialized coverages like flood and cyber insurance. The platform features a no-code configuration and an intuitive drag-and-drop interface, allowing users to create and modify products in days. Enhanced by seamless integration capabilities via unlimited APIs, Instanda supports straight-through processing and comprehensive policy lifecycle management. This cloud-native solution offers flexibility and scalability, enabling insurers to adapt swiftly to market demands while improving operational efficiency and customer engagement.

DXC Technology, TCS, Sapiens, Vermeg, BriteCore, OneShield, and Damco Solutions are positioned as strong contenders. These companies provide comprehensive technological capabilities and rapidly gain market traction across geographical regions. These companies are also mindful of the upcoming market trends and have outlined a comprehensive roadmap to tap into future growth opportunities. Additionally, they mostly focus on catering to large and complex organizations.

The SPARK Matrix™ also analyzes **OrigamiRisk, Insuresoft, and Fadata** which are positioned as contenders while **Insurance Systems Inc.** has been positioned as an aspirant, all of which are rapidly growing in this market. Companies are constantly focused on enhancing their in-house capabilities, inheriting leading technologies, and providing a wide range of use cases. They are also planning to expand the outreach from their current offerings to tap new markets and acquire new clients.

While most vendors may provide all the core functionalities, the breadth and depth of the capabilities may differ by different vendors' offerings. Users should evaluate PAS-P&C vendors that offer comprehensive capabilities and a broad range of out-of-the-box functionalities, scalability, comprehensive visibility, end-to-end policy lifecycle management, multi-channel engaging portals, workflow and case management, rules/calculation engine, analytics, reporting and dashboarding, and AI/ML-based predictive models.

The vendors' capability to offer a truly open platform is vital to enhance the customer ownership experience. Additionally, the vendor's customer value proposition may differ in terms of ease of deployment, ease of use, price/performance ratio, and support for a broad range of use cases such as end-to-end policy management, modernization of legacy platforms along with data migration, reduction in onboarding and claims adjudication time via straight-through processing of new business and claims underwriting, holistic view of policyholder's lifecycle, and digitization of forms and contracts.

Key Competitive factors and Technology Differentiators

The following are the key competitive factors and differentiators for the evaluation of P&C Core Insurance Platform and vendors. While most P&C Core Insurance Platform may provide all the core functionalities, the breadth and depth of functionalities may differ by different vendors' offerings. Driven by increasing competition, vendors are increasingly looking at improving their technology capabilities and overall value proposition to remain competitive.

Some of the key differentiators include:

Cloud-Native and API-first architecture: PAS-P&C vendors should offer cloud-based solutions which can be implemented as a standalone solution integrated with insurers existing IT ecosystem or can be implemented as an end-to-end enterprise suite. Cloud-native microservices based architecture allows to test, build, and launch new capabilities without impacting base code while reducing complexity and getting you into production faster. PAS-P&C solutions built with API-first architecture provide integration with various existing and third-party modules including document management, advanced analytics and reporting, customer & agent portals, underwriting and document management. API based integration enables insurers to access data and events to track business in real-time from multiple channels.

Maturity of AI & ML: PAS-P&C vendors are utilizing AI-based machine learning models to help enable insurers evaluate the appropriate premium price of insurance products for their customers by analysing property's details such as age, size, geographical location and determining financial risks associated in scenario of claims. Implementation of AI&ML capabilities offers straight through processing which automates new business & claims underwriting without any human intervention. PAS-P&C market leverages artificial intelligence and machine learning to gain insights from current and historical data which helps in detecting and preventing fraudulent claims. Machine learning models enables automated claims processing which helps insurers to determine legitimacy of claims and decide on whether to pay or deny the claims. PAS-P&C vendors offer automated claims adjudication via AI-based machine learning models which enables insurers to determine and settle the claims amount.

Rules/Calculation engine- Vendors in PAS-P&C market offers rules engine that helps insurers define and configure business logic rules to perform various policy lifecycle management functions such as new business & claims underwriting, calculate premium & agents' commissions by taking in consideration all the key factors such as age of the property, geographical location of property, driving history for auto insurance, credit score in case of renter insurance. Calculation engine provides various tools such as rules palette for searching variety of development rules and syntax explanations, math debugger for troubleshooting configuration and checking calculation during transactions, and data dictionary which provides repository of math variables, used for product configuration helping mitigate the need for development and testing. Calculation engine offers product cloning which promotes reuse of rules, provide audit trail for regulatory compliance & improving quality assurance via transaction-level testing, and multilingual & multi-currency support in a single insurance system.

Support for multiple product lines: Users should evaluate PAS-P&C solution that offers entire policy lifecycle management capability while supporting multiple lines of business through a single unified platform. PAS-P&C vendors offer policy lifecycle management capabilities for property and casualty insurance policies across personal, commercial, workers compensation, and specialty lines of business.

Native-Document Management: Users should opt for PAS-P&C vendors that offer native document management tools enabling insurers to digitize paperwork and forms, while also allowing them to convert old PDFs into new digital formats. Document management through means of digitization of paperwork and forms enhances existing customer journeys while also helping to create new customer journeys for new lines of insurance. Document management tools secures information within the organization by ensuring that sensitive data and documents can be only accessed by appropriate employees while enhancing the search and retrieval of information using key points such as specific contacts, policies, claims, activities, and intuitive keyword searches. PAS-P&C offer document management tool that retains all documentation allowing insurers to thoroughly track, review services and communicate transactions with their agents and policyholders. Document management also offers features for data checking and ensuring that errors and discrepancies are reduced.

Omnichannel Experience: PAS-P&C solutions should assess various internal and external touchpoints to offer a unified view of omnichannel and the risks associated across different channels. This enables the insurers to conduct outreach by implementing omnichannel marketing approach to understand consumer base, preference, and their

policy needs. It further helps Insurers to monitor customers policy and accounts holistically over numerous channels, detection of fraudulent claims, and offer a unified view for the analyst to delve deep into the alerts and related use cases.

Integration and Interoperability: A policy administration platform should offer seamless integration with an organization's various existing systems such as ERP and CRM software. Some of the vendors offers a PAS-P&C platform built on microservice architecture enabling Insurers to integrate with third-party solutions for a specific requirement eliminating the need to replace the entire existing policy administration platform. PAS-P&C offers low-code tools which enable agile integration and data transformation to support multiple backend systems, omni-channel fronts, and dynamic ecosystem solutions.

Configuration and customization: Users should evaluate PAS-P&C vendors that offer low-code/no-code configuration functionality via pre-built product templates, and drag-and-drop tools, that enables insurers to rapidly develop and deploy property and casualty insurance products to the market and satisfy constantly evolving customer expectations. These low/no-code platforms also minimize the IT backlogs, and Insurers should look at vendors which offer capability to reuse insurance products eliminating the need for greenfield development enabling rapid-to-market capability. The platform should also offer low-code tools that enable agile integration and data transformation to support multiple backend systems, omnichannel fronts, and dynamic ecosystem solutions.

Scalability and Availability: Insurers should evaluate policy administration solutions that provide requisite speed, scalability, latency, and availability to meet the evolving requirements across the lines of businesses, and geographical locations. The platform should be able to process a large volume of policy insurance data and respond to fraudulent claims by means of the underwriting process. Users should evaluate vendors that support scalable data processing capabilities powered by AI/ML and automation.

Use Case Support: PAS-P&C platform should be able to cater to a wide range of use cases, including end-to-end policy management, modernization of legacy platforms along with data migration, no-code/low-code product configuration enabling speed-to-market, straight through processing of new business underwriting and claims adjudication, holistic view of policyholder's lifecycle, digitization of forms and contracts, and AI/ML-based fraudulent claims detection. To ensure a seamless customer experience for improving business objectives and meeting organizational goals, users should evaluate PAS-P&C vendors whose products can support their organization and industry-specific use cases.

Sophistication of technology Capabilities/Platform: Users should evaluate PAS-P&C solution that offers comprehensive capabilities, including end-to-end policy administration system, analytical dashboard and reporting, multi-channel engaging portals, integration and interoperability, client management, actuarial/rule-based calculation engine, workflow & case management, policyholder self-service portals, document management, low-code/no-code configuration of property and casualty insurance products across personal, commercial, workers compensation and specialty lines of business. PAS-P&C solutions offers straight through processing which allows automated underwriting capability for new business and claims, configuration tools for rapid product development. Additionally, the vendor's customer value proposition may differ in terms of ease of deployment, ease of use, price/performance ratio, support for a broad range of insurance products and fraudulent claims use cases, and global support service.

Vendor Expertise and Domain Knowledge: Insurers should conduct a comprehensive evaluation of numerous PAS-P&C solutions and vendors before making a final decision. Insurers should evaluate vendors' expertise and domain knowledge in understanding their unique business problems, industry specific use cases, and region-specific requirements. Users should look for ease of use, comprehensiveness of the offering, solution's flexibility to adapt with constant market changes and regulatory requirements, minimizing the total cost of ownership, and transparency. Insurers should look for solutions providing a unified view of risks across the organization. Insurers should also consider an effective solution that swiftly provides appropriate information vital to making the right decisions. Users should also look for PAS-P&C vendors with a history of successful large-scale deployments and carefully analyze the existing case studies of those deployments. This analysis should form the basis to prepare the best practice for PAS-P&C platform deployments.

Technology Vision and Roadmaps: Users should evaluate each vendor's technology vision and roadmap by considering vendors that are constantly enhancing and innovating their technology value proposition in terms of providing a holistic with end-to-end policy lifecycle management capabilities, policy billing, underwriting and claims processing powered by AI & ML, document management, analytics dashboard and reporting, advanced visualization tools, automated workflows, and such other features. Furthermore, users should evaluate vendors whose products can be customized as per the insurers KPIs. Leading vendors in the PAS-P&C market are also heavily investing in support for analytical tools, third-party out-of-the-box integrations, document generation tools innovation of products, building a robust partner ecosystem, expanding deployment platforms, implementation of advanced analytics and predictive models for automated new

business and claims underwriting, and investing in dashboard and analytics capabilities. Insurers should carefully evaluate the vendor's existing technology capabilities along with their technology vision and roadmap to improve overall satisfaction and customer ownership experience to ensure successful deployment.

SPARK Matrix™: Strategic Performance Assessment and Ranking

QKS Group’s SPARK Matrix™ provides a snapshot of the market positioning of the key market participants. SPARK Matrix™ provides a visual representation of market participants and provides strategic insights on how each supplier ranks related to their competitors, concerning various performance parameters based on the category of technology excellence and customer impact. QKS' Competitive Landscape Analysis is a useful planning guide for strategic decision making, such as finding M&A prospects, partnerships, geographical expansion, portfolio expansion, and similar others.

Each market participant is analyzed against several parameters of Technology Excellence and Customer Impact. In each of the parameters (see charts), an index is assigned to each supplier from 1 (lowest) to 10 (highest). These ratings are designated to each market participant based on the research findings. Based on the individual participant ratings, X and Y coordinate values are calculated. These coordinates are finally used to make SPARK Matrix™.

Technology Excellence	Weightage	Customer Impact	Weightage
Policy Development and Maintenance	15%	Product Strategy & Performance	20%
Illustration and Quotation	10%	Market Presence	20%
New business Underwriting	10%	Proven Record	15%
Claims Processing and Administration	10%	Ease of Deployment & Use	15%
Analytics and Reporting	10%	Customer Service Excellence	15%
Workflow and Case Management	5%	Unique Value Proposition	15%
Multi-Channel Portals	5%		
Customization & Configurability	10%		
Competitive Differentiation Strategy	7%		
Scalability	5%		
Integration & Interoperability	8%		
Vision & Roadmap	5%		

Evaluation Criteria: Technology Excellence

- ◆ **Policy Development and Maintenance:** The ability to optimize mid-term policy changes with intelligent endorsement, perform upcoming and due premium payment audits, STP policy renewal, policy cancellation and reissuance, automation of billing, funds disbursement, premium payments, and calculation of agent's commission.
- ◆ **Illustration and Quotation:** The ability to setup calculation logic for handling complex product illustrations (visual representation of financial projections), policy comparison, support for what-if simulation, and define required data to be captured for automated quote generation.
- ◆ **New Business Underwriting:** The ability to define rules triggering 'statement of health' process, integration with various data repositories (MVRs and CLUE) along with automated data processing, and utilization for rules engine to customize and configure underwriting rules used for defining benefits and ensuring compliance.
- ◆ **Claims Processing and Administration:** The ability to automate end-to-end claims process from initiation to settlement, rules-based claims assignment, configurable scripting enabling case management, chatbots-based FNOL submission, identify and prevent fraudulent claims, pre-built integration various data repositories, and rule-driven workflows for STP claims adjudication.
- ◆ **Analytics and Reporting:** The ability to track sales, identify market trends, insights on KPIs, 360-degree view on customer journey, predict policy surrendering, pre-built template for various reports such as transaction activity, invoicing, and regulatory compliance which can be used for visualization.
- ◆ **Workflow and Case Management:** The ability to offer build-in workflow templates, define new and customize existing workflows, perform data validation, create case management environment, perform quality assurance of various products, and provide role-based security.
- ◆ **Multi-Channel Portals:** The ability to offer real-time personalized experience, persona-based self-service portals, and touchless access to policies via Interactive voice response (IVR).

- ◆ **Competitive Differentiation Strategy:** The ability to differentiate from competitors through functional capabilities and/or innovations and/or GTM strategy, customer value proposition, and such others.
- ◆ **Application Diversity:** The ability to demonstrate product deployment for a range of industry verticals and/or multiple use cases.
- ◆ **Scalability:** The ability to demonstrate that the solution supports enterprise-grade scalability along with customer case examples.
- ◆ **Integration & Interoperability:** The ability to offer products and a technology platform that supports integration with multiple best-of-breed technologies, provide prebuilt out-of-the-box integrations, and open API support and services.
- ◆ **Vision & Roadmap:** Evaluation of the vendor's product strategy and roadmap with the analysis of key planned enhancements to offer superior products/technology and improve the customer ownership experience.

Evaluation Criteria: Customer Impact

- ◆ **Product Strategy & Performance:** Evaluation of multiple aspects of product strategy and performance in terms of product availability, price to performance ratio, excellence in GTM strategy, and other product-specific parameters.
- ◆ **Market Presence:** The ability to demonstrate revenue, client base, and market growth along with a presence in various geographical regions and industry verticals.
- ◆ **Proven Record:** Evaluation of the existing client base from SMB, mid-market and large enterprise segments, growth rate, and analysis of the customer case studies.
- ◆ **Ease of Deployment & Use:** The ability to provide superior deployment experience to clients supporting flexible deployment or demonstrate superior purchase, implementation, and usage experience. Additionally, vendors' products are analyzed to offer a user-friendly UI and ownership experience.
- ◆ **Customer Service Excellence:** The ability to demonstrate the vendor's capability to provide a range of professional services from consulting, training, and support.

Additionally, the company's service partner strategy or system integration capability across geographical regions is also considered.

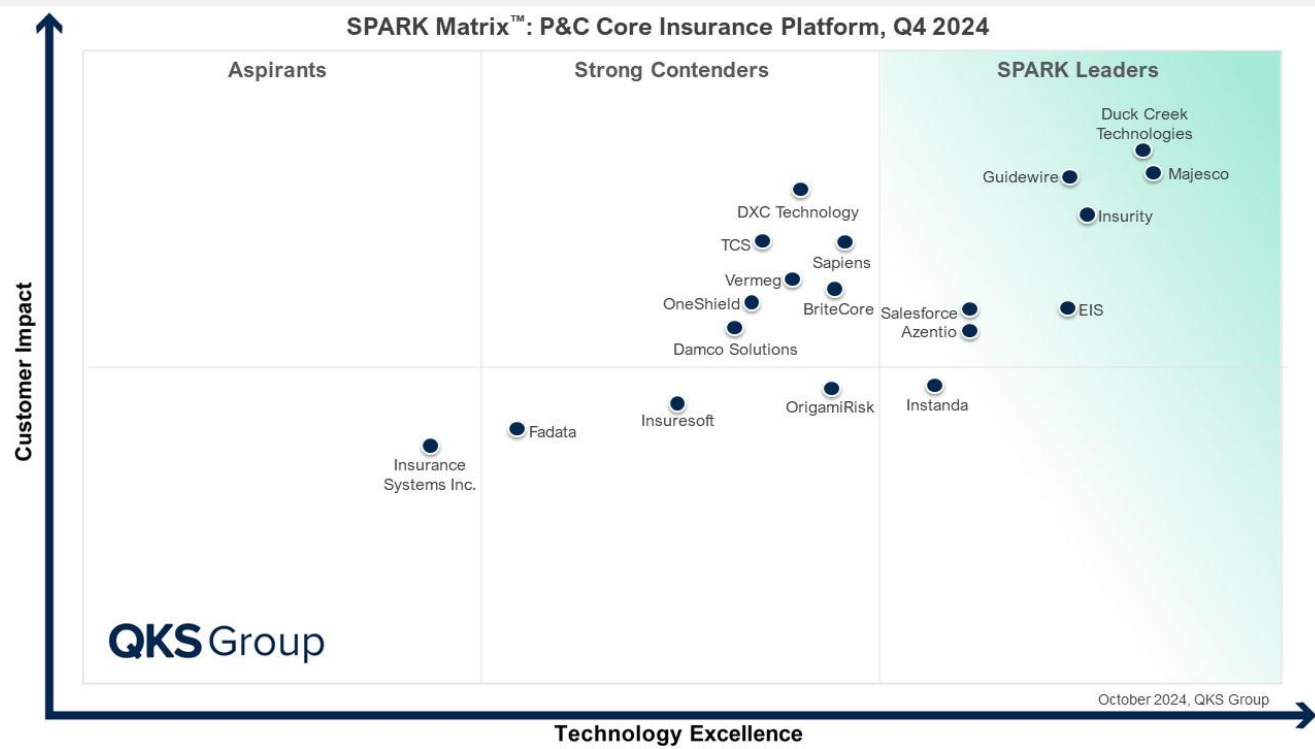
- ◆ **Unique Value Proposition:** The ability to demonstrate unique differentiators driven by ongoing industry trends, industry convergence, technology innovation, and such others.

SPARK Matrix™:

P&C Core Insurance Platform, 2024

Strategic Performance Assessment and Ranking

Figure: 2024 SPARK Matrix™
(Strategic Performance Assessment and Ranking)
P&C Core Insurance Platform



Vendor Profile

Following are the profiles of all the P&C Core Insurance Platform vendors with a global impact. The following vendor profiles are written based on the information provided by the vendor's executives as part of the research process. The QKS research team has also referred to the company's website, whitepapers, blogs, and other sources for writing the profile. A detailed vendor profile and analysis of all the vendors, along with various competitive scenarios, are available as a custom research deliverable to our clients. Users are advised to directly speak to respective vendors for a more comprehensive understanding of their technology capabilities. Users are advised to consult QKS Group before making any purchase decisions regarding P&C Core Insurance Platform and vendor selection based on research findings included in this research service.

Majesco

URL: <https://www.majesco.com/>

Founded in 1982 and headquartered in Morristown, NJ, US, Majesco is a provider of comprehensive technology solutions catering to both Life, Annuity, and Health Insurance (L&AH) and Property & Casualty (P&C) core insurance markets. Majesco's P&C Intelligent Core Suite and CoreConnect platforms deliver cloud-native policy administration for personal and commercial lines, including homeowners, auto, renters, marine, and business insurance. These platforms offer key capabilities, such as policy, billing, claims, enterprise rating, distribution management, and advanced analytics. Majesco supports a wide array of personal and commercial insurance products, covering everything from identity theft protection to crop-hail damage insurance, facilitating innovation and digital transformation for insurers across tiers.

Majesco's CoreConnect and Intelligent Core Policy Administration Systems (PAS) for P&C insurance provide robust policy lifecycle management tailored to different market tiers. CoreConnect supports multi-line products, multi-channel distribution, and real-time document generation, with a comprehensive API library for external integrations. Intelligent Core offers end-to-end policy management, complex rating algorithms, and Straight-Through Processing (STP), with advanced third-party integrations and property intelligence. CoreConnect streamlines rapid product quoting through user portals and APIs integrated with Majesco's Enterprise Rating platform. Intelligent Core, on the other hand, features built-in analytics and Majesco Copilot, providing predictive insights and automated decision-making. For claims processing, CoreConnect offers core functionality, while Intelligent Core delivers a more advanced, fully integrated claims lifecycle with AI-driven subrogation and vendor management. Both solutions provide configurable workflows, task automation, and support for multi-channel portals, with Intelligent Core leveraging the Digital1st® Insurance platform for digital transformation across P&C lines.

Analyst Perspective

Key Differentiators

- ◆ Majesco's key differentiators for CoreConnect include its design for rapid implementation across a diverse range of personal, commercial, and specialty products. This enables insurers to enter the market within weeks. CoreConnect leverages deep integration with Microsoft Azure, providing cutting-edge capabilities such as Majesco Copilot, embedded analytics, and a rich API library to facilitate seamless scalability and innovation. Its modular architecture allows customers to start with policy administration and easily expand into billing, claims, and other ancillary products as needed.
- ◆ For Intelligent Core, Majesco stands out by offering a no-code/low-code deployment model, enabling extensive core insurance applications to be configured with minimal programming. This platform is entirely cloud-native, utilizing Azure to deliver an integrated experience that encompasses self-service, scalable solutions, and sophisticated complexity handling. Furthermore, Intelligent Core is unique in combining core applications with advanced ML-based data analytics, offered as both standard solutions and configurable modules. Its transformational digital configuration platform provides an intuitive suite of tools, microservices, and real-time applications, allowing for rapid adaptation to changing customer needs through plug-and-play integration with various ecosystem partners. This dual offering of CoreConnect and Intelligent Core positions Majesco as a leader in the P&C insurance technology space, ready to meet the demands of a rapidly evolving market.

Product Strategy

- ◆ Technology Roadmap: Majesco's technology roadmap focuses on optimizing CoreConnect and Intelligent Core solutions through key advancements. For CoreConnect, the focus is on cloud optimization using Microsoft Azure services and refactoring the platform to deliver a more SaaS-like experience. In Intelligent Core, Majesco aims to maintain an updated technology stack while improving installation speed and implementing blue-green deployment for zero downtime. These initiatives prioritize enhanced performance and operational efficiency, ensuring a seamless user experience in the insurance sector.
- ◆ Strategic Roadmap: As part of its strategic roadmap, Majesco is focused on enhancing its CoreConnect and Intelligent Core solutions to meet the evolving demands of the insurance

industry. For CoreConnect, the roadmap aims to introduce capabilities such as binder management and intelligent automated document ingestion, which will streamline processes for MGAs. The addition of workbench features and multi-carrier quoting will further enhance operational efficiency and flexibility. Meanwhile, Intelligent Core is set to accelerate product creation, enabling business users to fully customize offerings. The roadmap includes innovations such as IoT and embedded insurance options, parametric insurance solutions, and the integration of AI technologies like Generative AI. These enhancements will empower users with flexible reporting tools and intelligent insights, positioning Majesco as a forward-thinking leader in the insurance market and ensuring that both solutions remain responsive to industry trends and customer needs.

Market Strategy

- ◆ Geo-expansion Strategy: Majesco is strategically positioned for geo-expansion with its CoreConnect and Intelligent Core solutions, which are designed to support multi-currency and multi-language capabilities. CoreConnect is set to enter the London market with its Blueprint 2 support, enhancing its appeal to insurers looking to operate in diverse environments. Similarly, Intelligent Core is already functioning across multiple regions and has recently incorporated configurable features that accommodate multi-region, multi-currency, and multi-lingual needs. This adaptability allows Majesco to effectively cater to local market demands while reinforcing its commitment to expanding its footprint in the global insurance landscape.
- ◆ Industry Strategy: Majesco's industry vertical strategy is dedicated to delivering specialized solutions tailored for the insurance sector, specifically targeting Tier 4-5 carriers and MGAs/MGUs with CoreConnect, while focusing on higher-tier carriers with Intelligent Core. Both solutions are designed to provide essential core system capabilities, including policy management, quoting, billing, and claims management, empowering insurers to enhance agility, innovation, and speed in response to changing market dynamics. By leveraging advanced digital platforms, cloud services, and comprehensive analytics, Majesco equips insurers to effectively manage their operations and capitalize on emerging opportunities. This targeted approach ensures that Majesco remains a vital partner in the insurance landscape, meeting the unique needs of various market segments.
- ◆ Use Case Support: Majesco focuses on diverse use cases that enhance operational efficiency and integration across the P&C insurance landscape. CoreConnect supports flexible new business quoting for MGAs, with its API library enabling seamless integration

with third-party portals and underwriting systems, making it a popular choice for small regional to large national insurers. Intelligent Core offers robust support for integrating core systems with legacy and third-party solutions, streamlining tasks during quoting, policy issuance, and servicing. It also provides ready-to-use product templates for Commercial and Personal Lines and incorporates third-party data for enhanced rating models, while enabling omni-channel communication across email, text, and phone for a more connected customer experience.

Customer/ User Success Strategy

- ◆ Majesco's P&C Core Insurance solutions focus on delivering an exceptional user experience through advanced configuration tools and responsive support. CoreConnect and Intelligent Core provide no-code wizards and extensive configuration options, enabling insurers to efficiently customize their platforms. A robust health check process ensures smooth upgrades, keeping customers up to date with the latest developments. Majesco's responsive support team swiftly addresses customer concerns, while its active product council prioritizes customer-driven enhancement requests. This collaborative approach ensures that Majesco's solutions continue to evolve based on user needs, driving operational success and long-term customer satisfaction.

Trend Analysis

- ◆ The P&C Core Insurance Platform market is seeing significant shifts driven by climate-related risks, data-focused strategies, and digital innovation. Personalized digital engagement is transforming user experiences through role-specific applications for agents, policyholders, CSRs, and underwriters, enhancing both accessibility and functionality. AI, machine learning, and advanced analytics are being seamlessly embedded into core operations to automate tasks and support predictive decision-making. Cloud advancements and self-service automation are improving operational efficiency, while legacy system challenges are being tackled through expanded channels and product innovation. These trends enable insurers to better manage risks and streamline processes across their business and IT departments.
- ◆ Majesco's P&C Core Insurance solutions are evolving to align with industry trends, focusing on enhancing operational efficiency and supporting digital transformation. CoreConnect is advancing with real-time analytics powered by AI, providing MGAs and smaller insurers with actionable insights while optimizing cloud infrastructure to reduce the total cost of ownership. The roadmap emphasizes AI-driven innovations like Copilot and intelligent document processing, catering to the unique needs of MGAs through

seamless integration capabilities. Meanwhile, Intelligent Core is helping larger insurers modernize legacy systems and expand into new markets by leveraging cloud-based platforms, AI, and ML. This enables insurers to enhance product innovation and distribution channels, transforming data into strategic assets for growth and profitability.

Final Take

- ◆ Majesco's cloud-native P&C Intelligent Core Suite supports personal, commercial, and specialty lines products, integrating policy, billing, and claims management with AI-driven underwriting and claims processing. Its multi-channel distribution models, configurable workflows, and API-enabled architecture offer insurers a scalable solution. Additionally, Majesco's Digital1st® platform enhances customer and agent experiences through persona-based portals, while EcoExchange extends capabilities with plug-and-play partner integrations, streamlining workflows for P&C insurers. Users who are looking for a P&C Core Insurance Platform that is easy to use and has a strong customer base in North America and Europe and is offering various use cases within the Insurance industry can choose either of Majesco's P&C Intelligent Core Suite or CoreConnect.

Duck Creek Technologies

URL: <https://www.duckcreek.com/>

Founded in 2000 and headquartered in Boston, MA, Duck Creek Technologies provides enterprise-grade software tailored for the global Property & Casualty (P&C) insurance industry. Its comprehensive suite of applications is web-enabled, service-oriented, and built on an open architecture specifically designed for P&C insurers. The Duck Creek Suite includes key modules such as Policy, Rating, Billing, Claims, Clarity, Producer, Distribution Management, Reinsurance, and Industry content, all of which can be deployed individually or integrated into Duck Creek's broader solution ecosystem.

The Duck Creek Technologies (DCT) suite for Property and Casualty (P&C) insurance delivers a comprehensive, configurable platform designed to support insurers of all sizes. Available through the SaaS offering Duck Creek OnDemand, the suite accelerates product development with low-code configuration tools and integrated product lifecycle management, enabling quick adjustments to products, rating, and rules across all applications. Duck Creek's core components—Rating, Policy, Billing, Claims, and Clarity—enhance the entire insurance lifecycle, supporting everything from quoting and underwriting to claims management and billing. The platform's advanced claims functionality covers the entire process from First Notice of Loss (FNOL) to recovery, providing seamless mobile support for field adjusters. With features like Duck Creek Clarity for data management and analytics, Duck Creek Party for centralized customer data, and Duck Creek Customer 360 for a holistic customer view, insurers gain powerful tools to streamline operations and make real-time decisions. The suite also integrates with third-party systems via a robust partner ecosystem, empowering insurers to enhance operational efficiency. Solutions like Duck Creek Policyholder, Duck Creek Producer, and Duck Creek Digital Customer Service further extend user experiences, ensuring satisfaction and loyalty from both customers and agents.

Analyst Perspective

Key Differentiators

- ◆ Some of Duck Creek's key differentiators include its comprehensive P&C insurance SaaS offering via Duck Creek OnDemand, support for AI-based advanced analytics, a Page Builder tool for responsive, persona-specific UI design, and a Configuration Studio for developing new products quickly and responding to market changes. Duck Creek OnDemand provides carriers with Anywhere Managed Integrations (AMI), offering services and resources tailored to their needs. It employs a headless approach, creating user experiences for mobile and web through Duck Creek Anywhere APIs. Additionally, Duck Creek's Page Builder enables drag-and-drop page design in alignment with modern MVC architectural standards, ensuring consistency between product and front-end definition. This tool also allows for responsive screens on any device, simplifying user experience management. Duck Creek Clarity leverages advanced analytics to provide actionable intelligence by gathering data from both Duck Creek solutions and carrier legacy sources. This helps insurers lower claim costs by detecting fraud and identifying optimal risk profiles for profitable underwriting.

Product Strategy

- ◆ Technology Roadmap: As part of its technology roadmap, Duck Creek Technologies is committed to creating a connected, smart, and nimble platform that meets the evolving needs of P&C insurance. The roadmap emphasizes connectivity by integrating data, devices, and services beyond core systems, enabling real-time information exchange among all stakeholders. It incorporates smart capabilities using cognitive services, AI, and machine learning to enhance user experiences with intuitive voice and chat functionalities. Additionally, the roadmap prioritizes nimbleness, allowing carriers to leverage device and sensor data to develop tailored products and services, all while maintaining a focus on automated processes and digital engagement for users and endpoints. Their Active Delivery model has reduced the burden of traditional core system upgrades by delivering updates to customers on a continuous basis. Active Delivery is now available for Policy and Claims and will be expanded to all products in their Suite. Further enhancing the nimbleness of Duck Creek's offerings is the move to multi-tenant SaaS architecture across the Suite, available now for Claims.
- ◆ Strategic Roadmap: Duck Creek Technologies' strategic roadmap is centered around three key pillars: the Market & Technology Landscape, which is driven by market demand

and emerging technological innovations; collaboration with System Integrators (SIs) and solution partners; and direct input from customer requests. The roadmap is further shaped by feedback from the Customer Advisory Board, Customer Users' Group, and collaboration with Product Teams. To ensure transparency and alignment, Duck Creek publishes six-month rolling roadmaps quarterly for its licensed customers, alongside broader 18-month thematic roadmaps that outline their future direction and priorities.

Market Strategy

- ◆ **Geo-expansion Strategy:** Duck Creek Technologies is pursuing a corporate multi-geography strategy for its SaaS products, concentrating on balanced market expansion and client acquisition. While maintaining a strong focus on core markets in North America, the UK, Europe, and ANZ, Duck Creek Technologies is actively exploring growth opportunities in emerging regions such as Latin America and Asia, particularly India. This strategic approach enables Duck Creek Technologies to tap into new client bases while leveraging its established presence in key markets.
- ◆ **Industry Strategy:** Duck Creek Technologies' industry strategy focuses on providing a comprehensive suite of solutions tailored for the insurance sector, aimed at automating processes and enhancing compliance to boost productivity and unlock enterprise synergies. By prioritizing people-centric experiences and intelligent decision-making, DCT empowers insurers to create modern user interfaces, improve claims efficiency, and confidently navigate market dynamics. Their evergreen SaaS model ensures clients remain current and secure, minimizing technical debt and optimizing IT operations.
- ◆ **Use Case Support:** Duck Creek Technologies' Suite supports a range of use cases, including the deployment of a personal, commercial and specialty lines insurance platform, touchless claims handling capabilities streamlining the claims process, improving First Notice of Loss (FNOL) intake enhances efficiency, self-service portals for policy amendments empowering customers to manage their policies directly, and the automated quote-to-bind process accelerates policy issuance. Additionally, the creation of a single source of truth facilitates seamless data analysis, enabling insurers to derive actionable insights and make informed decisions throughout the insurance lifecycle.

Customer/ User Success Strategy

- ◆ **Duck Creek Technologies' Customer/User Success strategy** revolves around its Duck Creek OnDemand solution, offering a comprehensive SaaS/cloud platform that simplifies deployment and reduces operational complexities. The strategy emphasizes customer

service excellence through dedicated Customer Success Managers (CSMs) who guide clients, track progress with regular reviews, and foster collaboration. DCT also utilizes robust feedback mechanisms, including bi-annual satisfaction surveys and transactional assessments, ensuring continuous improvement and adaptability to market needs, ultimately enhancing customer satisfaction and loyalty.

Trend Analysis

- ◆ The policy administration system is seeing transformative changes with the rise of operational excellence and digital engagement. Emerging tools and virtual assistants are automating processes and enhancing productivity across business and IT teams. Digital engagement is evolving with personalized user experiences and improved UI/UX, focusing on better accessibility and self-service options. Advanced analytics and AI/ML technologies are driving more effective decision-making and automation of manual tasks, while AI-powered virtual assistants streamline operations by interacting in natural language and managing data.
- ◆ Duck Creek Suite is actively evolving to align with the latest market trends, focusing on persona-specific user experiences that enhance accessibility and usability for various insurance personas, including agents and policyholders. The platform delivers adaptive user experience ensuring compliance with ADA standards by leveraging Duck Creek Design system capabilities. Their ML functionality, empowers insurers to make informed decisions and automate manual tasks, reflecting the industry's shift towards data-driven operational excellence. DCT's integration with Microsoft Azure enhances security and enables seamless updates, while automation features like the Duck Creek Control Hub streamline operations, allowing insurers to focus on innovation and effectively navigate the evolving insurance landscape.

Final Take

- ◆ Duck Creek's cloud-native P&C suite, delivered via Duck Creek OnDemand, supports a wide range of personal, commercial, and specialty insurance products. It integrates policy, billing, claims, and distribution management, enhanced by AI-powered analytics for fraud detection, risk profiling, and underwriting. Duck Creek ensures insurance is available when, where, and how it is needed most, offering its market-leading solutions either as standalone products or as a comprehensive suite through Duck Creek OnDemand. Users who are looking for a P&C Core Insurance Platform that is easy to use and has a strong customer base in North America and Europe and are offering various use cases in within Insurance industry can choose Duck Creek Suite.

Guidewire

URL: <https://www.guidewire.com/>

Founded in 2001 and headquartered in San Mateo, California, US, Guidewire is a leading provider of innovative technology solutions specifically designed for the Property & Casualty (P&C) insurance market. Its comprehensive InsuranceSuite and InsuranceNow platforms offer cloud-native policy administration, encompassing a diverse range of personal and commercial lines, including auto, homeowners, renters, and specialty insurance. These solutions provide critical functionalities such as policy management, billing, claims processing, and advanced analytics, enabling insurers to enhance operational efficiency and customer engagement.

Guidewire's InsuranceSuite and InsuranceNow solutions for P&C insurance offer comprehensive policy administration systems (PAS) tailored to meet the diverse needs of various market segments. InsuranceSuite provides robust policy lifecycle management, supporting multi-line products and integrated distribution channels with advanced capabilities like real-time document generation and extensive API integrations. In contrast, InsuranceNow delivers a cloud-native, end-to-end solution designed for small to mid-sized insurers, featuring intuitive user interfaces and rapid deployment capabilities. Both platforms excel in complex rating algorithms and straight-through processing (STP), enhancing operational efficiency.

Analyst Perspective

Key Differentiators

- ◆ Guidewire's InsuranceSuite stands out with its comprehensive integration of HazardHub, which provides insurers with advanced hazard data to enhance risk assessment and underwriting accuracy, enabling a more precise evaluation of insured properties. The inclusion of Guidewire Cyence empowers P&C insurers to leverage extensive cyber threat data, predictive analytics, and AI-driven insights for effective cyber risk management and product development, addressing a critical gap in the market. Additionally, Guidewire Explore offers real-time data curation and intuitive visualizations that facilitate informed decision-making across various roles, improving operational efficiency and customer responsiveness. Guidewire Canvas enhances claims management through geo-

32

visualization, allowing teams to respond proactively to catastrophic events while improving communication among stakeholders. This combination of robust analytics, innovative features, and a cloud-native architecture positions Guidewire as a formidable leader in the P&C insurance technology landscape, ready to meet the evolving challenges and demands of insurers.

Product Strategy

- ◆ **Technology Roadmap:** Guidewire's technology roadmap prioritizes the enhancement of InsuranceNow and InsuranceSuite through significant technological advancements. For InsuranceNow, the focus is on further developing cloud-native capabilities and improving integration options to ensure scalability and flexibility for smaller insurers. In InsuranceSuite, Guidewire aims to leverage its advanced rating and rules engines while incorporating AI-driven functionalities to optimize performance and streamline product development, thereby enhancing the overall user experience in the insurance industry.
- ◆ **Strategic Roadmap:** Guidewire's strategic roadmap focuses on enhancing its InsuranceNow and InsuranceSuite solutions to address the dynamic needs of the insurance market. For InsuranceNow, the emphasis is on delivering pre-configured templates for rapid deployment and streamlined implementations. Meanwhile, InsuranceSuite aims to incorporate advanced analytics, IoT capabilities, and customizable product offerings, enabling insurers to innovate and respond quickly to market changes while leveraging embedded analytics for improved decision-making.

Market Strategy

- ◆ **Geo-expansion Strategy:** Guidewire is well-positioned for geo-expansion with its InsuranceNow and InsuranceSuite solutions, both designed to support multi-currency and multi-language functionalities. InsuranceNow targets regional and super-regional P&C insurers in the U.S., while InsuranceSuite accommodates larger carriers operating in diverse international markets. This flexibility enables Guidewire to effectively address local market demands and enhance its presence in the global insurance landscape.
- ◆ **Industry Strategy:** Guidewire's industry strategy focuses on delivering tailored P&C solutions for insurers of all sizes, with InsuranceNow catering to regional and super-regional carriers, and InsuranceSuite addressing the needs of larger, complex organizations. By integrating advanced analytics, cloud services, and flexible modular components, Guidewire empowers insurers to enhance agility and innovation, effectively

managing operations while capitalizing on emerging market opportunities. This strategic approach positions Guidewire as a key partner in the evolving insurance landscape.

- ◆ Use Case Support: Guidewire's P&C solutions enhance operational efficiency through versatile use cases. InsuranceNow streamlines policy issuance and claims management for regional insurers with its all-in-one cloud platform, while InsuranceSuite allows larger insurers to integrate modular components for quoting and billing. HazardHub further improves underwriting accuracy with risk data, supporting informed decision-making and pricing strategies.

Customer/ User Success Strategy

- ◆ Guidewire's P&C solutions prioritize user success through intuitive interfaces and comprehensive support services. InsuranceSuite and InsuranceNow offer customizable configurations and seamless integration capabilities, allowing insurers to tailor their platforms to specific business needs. Guidewire's dedicated support team promptly resolves customer inquiries and facilitates a proactive health check process to ensure smooth upgrades and access to new features. The inclusion of user feedback in the product development cycle, combined with access to tools like HazardHub for enhanced risk assessment, fosters a collaborative environment that drives operational efficiency and maximizes customer satisfaction.

Trend Analysis

- ◆ The P&C Core Insurance Platform market is seeing significant shifts driven by climate-related risks, data-focused strategies, and digital innovation. Personalized digital engagement is transforming user experiences through role-specific applications for agents, policyholders, CSRs, and underwriters, enhancing both accessibility and functionality. AI, machine learning, and advanced analytics are being seamlessly embedded into core operations to automate tasks and support predictive decision-making. Cloud advancements and self-service automation are improving operational efficiency, while legacy system challenges are being tackled through expanded channels and product innovation. These trends enable insurers to better manage risks and streamline processes across their business and IT departments.
- ◆ Guidewire's P&C solutions are evolving to support the industry's shift towards greater agility and data-driven decision-making. InsuranceSuite is empowering large insurers with cloud-native services, embedded analytics, and AI-driven insights to streamline core processes, accelerate product innovation, and enhance customer experiences.

Meanwhile, InsuranceNow is offering regional and super-regional insurers a cost-effective, all-in-one platform to swiftly modernize operations with integrated policy, billing, and claims management. Additionally, HazardHub is advancing property and casualty risk assessment with tools like the Enhanced Wildfire Score and Canada Property Risks, enabling faster, more accurate underwriting and pricing.

Final Take

- ◆ Guidewire's cloud-native InsuranceSuite and InsuranceNow solutions provide a comprehensive platform for personal, commercial, and specialty lines of insurance, integrating policy administration, billing, and claims management with advanced analytics and AI-driven insights. These platforms feature multi-channel distribution models, configurable workflows, and extensive API capabilities, allowing insurers to scale efficiently while enhancing operational agility. Users who are looking for a P&C Core Insurance Platform that is easy to use and has a strong customer base in North America followed by LATAM and Europe and is offering various use cases within the Insurance industry can choose either of Guidewire's InsuranceSuite or InsuranceNow solution based on specific requirements.

Insurity

URL: <https://insurity.com/>

Founded in 1985 and headquartered in Hartford, Connecticut, Insurity is a leading provider of cloud-based software solutions for insurance carriers, brokers, and MGAs, specializing in the Property & Casualty (P&C) insurance sector. Its comprehensive platform of applications includes a powerful Policy Administration System (PAS), underwriting workbench, claims management tools, and integrated analytics offerings, all designed to enhance operational efficiency and customer experience. Built on an open architecture, Insurity's solutions enable seamless integration and flexibility, empowering clients to optimize their operations and focus on delivering seamless policyholder experiences. Insurity is backed by industry leaders GI Partners and TA Associates, positioning it for continued innovation and growth.

The Insurity suite for Property and Casualty (P&C) insurance offers a cloud-based platform designed to meet the diverse needs of insurers. Delivered as a SaaS solution, it enhances operational agility with a robust policy administration system (PAS) that supports seamless quoting, binding, and issuance through API-driven and native workflows. Key functionalities include the Underwriting Workbench, which integrates geospatial data and predictive modeling for informed risk assessment, and advanced Claims Management for efficient claims handling. Insurity's no-code configuration tools empower carriers to customize workflows, while a direct-to-consumer portal facilitates independent policy management. Insurity Connect is a secure integration gateway for commercial lines, enhancing third-party orchestration. With an ACORD-compliant data model, Insurity simplifies regulatory reporting and compliance, ensuring a comprehensive ecosystem that drives customer satisfaction and loyalty.

Analyst Perspective

Key Differentiators

- ◆ Some of the key differentiating factors of Insurity's Policy Administration System features a flexible support model that ranges from complete to self-service, integrating data analytics and predictive modeling for enhanced decision-making, with an industry-leading regulatory bureau managed service supporting ISO, NCCI, AAIS, and Independent

Bureaus. Its Billing solution provides a fully integrated experience across Policy, Accounting, Claims, and Document Management Systems, backed by deep expertise in Lloyd's market and MGA/Program Administration. The Claims module offers an omni-channel First Notice of Loss (FNOL) experience, a proprietary digital payments solution, and flexible, role-based user experiences that leverage system APIs and microservices. Collectively, these capabilities empower insurers to optimize operations and improve policyholder satisfaction.

Product Strategy

- ◆ Technology Roadmap: Insurity's technological roadmap focuses on enhancing its iPaaS solution, Insurity Connect, to foster a connected and agile platform that addresses the dynamic requirements of the P&C insurance sector. This roadmap prioritizes API development for seamless partner integrations and introduces regulatory and transactional co-pilots to streamline customer inquiries and expedite bureau changes. By expanding product offerings in Personal Lines and E&S Surplus Lines, Insurity aims to improve operational efficiency. Additionally, the roadmap emphasizes fully configurable user interfaces and workflows, facilitating enhanced automation and integration with third-party services, ultimately driving better decision-making and user experiences.
- ◆ Strategic Roadmap: Insurity's roadmap centers on delivering configurable, cloud-based solutions incorporating intuitive analytics to facilitate data-driven decision-making. By partnering with leading system integrators and providing an open API ecosystem, Insurity empowers customers to customize workflows and enhance user experiences. This commitment to offering a robust SaaS experience allows insurers to focus on achieving their business goals while leveraging critical data to drive operational efficiency and growth.

Market Strategy

- ◆ Geo-expansion Strategy: Insurity is implementing a geo-expansion strategy focused on enhancing its presence across Europe while maintaining solid operations in North America and the EMEA region. By prioritizing balanced market expansion and client acquisition, Insurity aims to capitalize on growth opportunities in emerging markets.
- ◆ Industry Strategy: Insurity focuses on delivering cloud-based, configurable solutions tailored for the insurance sector, enabling carriers, MGAs, and brokers to navigate market challenges with agility. By emphasizing comprehensive workflows and seamless

integrations, Insurity supports insurers in adapting to regulatory demands and making data-driven decisions, driving innovation and operational efficiency.

- ◆ **Use Case Support:** The Insurity Platform supports a wide range of use cases, including policy, billing, and claims workflows. It handles simple transactions like new business quotes and complex ones like out-of-sequence endorsements. The platform's APIs and webhooks enable seamless integration with external systems, while Insurity's iPaaS system, Insurity Connect, provides access to partner APIs for expanded functionality. Regulatory compliance is streamlined. Additionally, pre-built integrations with third-party providers empower carriers in the E&S market to make data-driven decisions, ensuring operational agility and compliance.

Customer/ User Success Strategy

- ◆ Insurity's Customer/User Success strategy is centered around its SaaS-based platform, hosted on Azure and AWS, providing customers with a reliable and scalable cloud environment. The approach focuses on operational excellence with precise Level 1, Level 2, and Level 3 support functions for seamless issue resolution, automated monitoring, and comprehensive Root Cause Analysis (RCA) for critical incidents. Insurity's Customer Success Function is a strategic advocate, acting as the single point of contact for each client to ensure optimal platform use, fostering long-term satisfaction and driving continuous value from their investment.

Trend Analysis

- ◆ The P&C Core Insurance Platform market is seeing significant shifts driven by climate-related risks, data-focused strategies, and digital innovation. Personalized digital engagement transforms user experiences through role-specific applications for agents, policyholders, CSRs, and underwriters, enhancing accessibility and functionality. AI, machine learning, and advanced analytics seamlessly integrate core operations to automate tasks and support predictive decision-making. Cloud advancements and self-service automation improve operational efficiency, while legacy system challenges are tackled through expanded channels and product innovation. These trends enable insurers to manage risks better and streamline processes across their business and IT departments.
- ◆ Insurity Platform is evolving to align with key market trends, focusing on advanced risk assessment capabilities, such as its Geospatial Solution, which enhances precision underwriting for climate-related and emerging risks. The platform empowers insurers to

make data-driven decisions by integrating with third-party data providers and proprietary machine learning models, reflecting the industry's move towards AI-driven operational efficiency. Insurity's shift to a full SaaS model ensures high availability and seamless updates. At the same time, its API-first architecture enables interoperability, driving digital transformation and helping insurers navigate the complex and dynamic insurance landscape.

Final Take

- ◆ Insurity offers a robust, cloud-based platform designed for insurance carriers, brokers, and MGAs, supporting various personal, commercial, and specialty lines. Its integrated Policy Administration System, billing solutions, and advanced claims processing enhance operational efficiency and customer experiences. Leveraging analytics and predictive modeling, Insurity enables data-driven decision-making, positioning itself as a trusted partner in the evolving insurance landscape. Users looking for an easy-to-use P&C Core Insurance Platform with a solid customer base in North America and EMEA and offers various use cases within the Insurance industry should consider the Insurity Platform.

EIS

URL: <https://www.eisgroup.com/>

Founded in 2008 and headquartered in San Francisco, CA, EIS delivers comprehensive digital solutions for insurance companies worldwide, catering to various sectors including P&C, general insurance, and group & voluntary benefits. The EIS Suite provides flexible technology solutions tailored for specialty lines of business, encompassing personal, commercial, and property insurance, all within a unified platform. Built on the innovative BuiltRight™ architecture, the EIS Suite integrates a robust, digital-ready foundation with core applications such as PolicyCore®, BillingCore®, ClaimCore®, and CustomerCore®.

The EIS Suite™ offers a robust, cloud-native platform tailored specifically for the insurance industry, enabling carriers to streamline their operations across the entire policy lifecycle. With its API-first architecture and low-code configuration tools, EIS accelerates product development and enhances agility, allowing insurers to adapt quickly to market demands. The suite empowers users with advanced capabilities for quoting, underwriting, claims management, and billing. It also utilizes AI and analytics to improve decision-making. Additionally, EIS fosters superior customer engagement through its unified interface and integrates effortlessly with third-party applications, ensuring operational efficiency and a positive user experience for both customers and agents.

Analyst Perspective

Key Differentiators

- ◆ EIS distinguishes itself through its BuiltRight™ architecture and the modular EIS Suite™, which provides a highly adaptable platform tailored for the P&C insurance sector. This suite includes integrated core applications, PolicyCore®, BillingCore®, ClaimCore®, and CustomerCore®—that facilitate seamless interoperability across the insurance lifecycle. EIS also enhances user experiences with low-code configuration tools, empowering insurers to rapidly develop and deploy products. Furthermore, the platform's cloud-native design supports scalability and cost-effectiveness while leveraging AI and advanced analytics to optimize underwriting processes and operational efficiency, setting EIS apart in a competitive landscape.

Product Strategy

- ◆ **Technology Roadmap:** EIS is enhancing its core insurance platform by accelerating product development through advanced low-code tools, modular UI designs, and pre-built customer journeys. The company is expanding its capabilities in specialty lines of business while also developing standalone applications that integrate seamlessly with the core system. This integration includes embedding AI-driven analytics to foster innovation, improve operational efficiency, and elevate the overall customer experience across its offerings.
- ◆ **Strategic Roadmap:** EIS is dedicated to improving insurer agility and scalability, enabling support for multiple product lines across diverse channels to enhance customer-centricity. The company is expanding its offerings in specialty lines and is streamlining implementation processes to reduce costs and improve operational efficiency. Additionally, EIS is enhancing customer self-sufficiency through EIS University and integrating advanced analytics and AI solutions via its open API-first platform to further bolster system capabilities.

Market Strategy

- ◆ **Geo-expansion Strategy:** EIS has a solid presence in Europe and plans to expand into high-growth markets such as North America and the APAC region. Simultaneously, the company aims to strengthen its customer acquisition efforts within its established markets, leveraging its cloud-native solutions to attract new clients and enhance its competitive position in the global insurance landscape.
- ◆ **Industry Strategy:** EIS' industry strategy emphasizes a cloud-native, modular platform tailored for the Property and Casualty (P&C) insurance sector. The EIS Suite™ provides comprehensive capabilities across the insurance lifecycle, enabling rapid adaptation to market changes and enhancing operational efficiency through automation and analytics.
- ◆ **Use Case Support:** EIS supports a variety of use cases, including enabling insurers to enhance their product offerings through its modular platform and low-code configuration. The suite streamlines operations by automating claims management and billing processes while providing advanced analytics for better decision-making. Additionally, EIS facilitates the adoption of usage-based insurance models by leveraging telematics and IoT data, allowing insurers to tailor products to individual customer behaviors and needs.

Customer/ User Success Strategy

- ◆ EIS drives customer success by actively seeking client feedback and integrating enhancement requests to develop strategic solutions. Focusing on continuous improvement, EIS utilizes a low-code delivery model to streamline software updates and automate key processes. The platform also ensures smooth transitions from legacy systems through effective service integration, enabling insurers to adapt quickly while receiving timely product updates that align with evolving customer expectations and industry standards.

Trend Analysis

- ◆ The P&C Core Insurance Platform market is seeing significant shifts driven by climate-related risks, data-focused strategies, and digital innovation. Personalized digital engagement is transforming user experiences through role-specific applications for agents, policyholders, CSRs, and underwriters, enhancing both accessibility and functionality. AI, machine learning, and advanced analytics are being seamlessly embedded into core operations to automate tasks and support predictive decision-making. Cloud advancements and self-service automation are improving operational efficiency, while legacy system challenges are being tackled through expanded channels and product innovation. These trends enable insurers to better manage risks and streamline processes across their business and IT departments.
- ◆ EIS Suite aligns with market trends by offering cloud-native, low-code/no-code solutions for rapid product development and AI-driven fraud detection and claims automation. Its telematics powered UBI supports personalized insurance, while the omnichannel digital experience platform enhances customer engagement across multiple touchpoints.

Final Take

- ◆ EIS's cloud-native Suite provides a comprehensive digital solution tailored for the insurance industry, supporting a wide range of personal, commercial, and specialty lines of business. It seamlessly integrates core applications such as PolicyCore®, BillingCore®, ClaimCore®, and CustomerCore®, streamlining operations across the entire policy lifecycle. Users who are looking for a P&C Core Insurance Platform that is easy to use and has a strong customer base in North America and APAC and are offering various use cases in within Insurance industry can choose EIS Suite™.

Salesforce

URL: <https://www.salesforce.com/>

Founded in 1999 and headquartered in California, United States, Salesforce is a leading provider of cloud-based technology solutions specifically designed for the insurance industry. Its offerings includes both Property & Casualty (P&C) and various specialty lines. The Salesforce Digital Insurance Platform offers robust, cloud-native policy administration capabilities that facilitate the management of comprehensive insurance products, including commercial, personal, and group benefits.

Salesforce's Digital Insurance Platform delivers comprehensive policy lifecycle management tailored for various insurance lines, including commercial, specialty, personal, and group benefits. Built on Salesforce's Financial Services Cloud, the platform enables insurers to manage end-to-end processes with capabilities for quote-to-bind, policy administration, claims management, and billing. It features a fully configurable application management system, supported by real-time analytics and reporting dashboards, ensuring efficient operations and improved customer engagement. The platform also facilitates seamless integration with external systems through its extensive API capabilities, enhancing the user experience for both insurers and their clients. By leveraging AI-driven insights and the power of Salesforce's Customer 360, the Digital Insurance Platform empowers insurers to adapt swiftly to market changes and meet evolving customer needs effectively.

Analyst Perspective

Key Differentiators

- ◆ Salesforce's Digital Insurance Platform stands out with its comprehensive, unified, real-time view of the customer, utilizing AI-driven insights to facilitate rapid no-code and low-code product development. By leveraging Salesforce's extensive Customer 360 capabilities, which include marketing, sales, service, digital omnichannel distribution, analytics, and data integration, policy transactions can be seamlessly integrated into end-to-end digital customer journeys. Furthermore, the platform differentiates itself with features such as predictive analytics, intelligent document management, coverage and product recommendations, and AI-supported risk management. This holistic approach

positions Salesforce as a leader in delivering innovative, customer-centric solutions in the insurance technology space.

Product Strategy

- ◆ **Technology Roadmap:** Salesforce's technology roadmap for the Digital Insurance Platform emphasizes key advancements to enhance its offerings for the insurance sector. The introduction of Claims360 will provide a comprehensive view of insurance claims, while pre-built Actionable Relationship Center (ARC) templates and an Insurance Service Console app will streamline user interactions. Additionally, the roadmap focuses on developing data models to capture customers' financial goals, enhancing the context for insurance sales and services. Salesforce is also committed to embedding generative and predictive AI across various insurance functions, improving processes like rules setup, expense management, and quoting, and ensuring a robust and efficient user experience.
- ◆ **Strategic Roadmap:** As part of its strategic roadmap, Salesforce is focused on enhancing its Digital Insurance Platform to meet the evolving needs of the insurance industry. The roadmap includes the introduction of features, such as advanced claims management through Claims360 and enhanced underwriting capabilities with AI-driven insights, streamlining processes for insurers, and improving decision-making. Innovations like customizable onboarding templates and comprehensive marketing tools will empower users to effectively engage with customers, positioning Salesforce as a leader in the insurance market and ensuring that the platform remains agile in response to industry trends and customer demands.

Market Strategy

- ◆ **Geo-expansion Strategy:** Salesforce is well-positioned for geo-expansion with its Digital Insurance Platform, which offers robust multi-currency and multi-language capabilities. The platform's flexibility enables insurers to seamlessly operate in diverse markets while adapting to local regulations and customer preferences. Salesforce has a strong presence focused across North America, followed by LATAM and Europe, while it plans to expand further into APAC and Oceania. This strategic adaptability ensures that Salesforce can effectively address local market demands and expand its footprint in the global insurance landscape.
- ◆ **Industry Strategy:** Salesforce's industry strategy for the Digital Insurance Platform focuses on delivering tailored solutions for Tier 1 carriers, SMEs, MGAs, and specialty lines. Leveraging Customer 360 capabilities, the platform enhances agility and innovation

through essential functions like policy management and claims processing, while AI-driven insights empower insurers to adapt to market trends and seize new opportunities. This targeted approach solidifies Salesforce's role as a leader in the digital transformation of the insurance industry.

- ◆ **Use Case Support:** Salesforce supports multiple use cases that include low-code/no-code rapid product modeling, entire policy lifecycle management, deploying CRM solutions for gaining a holistic view of customer journeys, and streamlining the loss-reporting process.

Customer/ User Success Strategy

- ◆ Salesforce's Digital Insurance Platform delivers superior customer experience through its low-code/no-code configuration tools, allowing insurers to easily customize workflows and products without extensive technical support. The platform's structured feedback loops, including Product Feedback and Continued Innovation initiatives, ensure that customer-driven enhancements are prioritized, allowing the Digital Insurance Platform to evolve with user needs. Regular updates and a transparent roadmap keep customers aligned with the latest technological advancements, fostering operational success and long-term satisfaction.

Trend Analysis

- ◆ The P&C Core Insurance Platform market is seeing significant shifts driven by climate-related risks, data-focused strategies, and digital innovation. Personalized digital engagement is transforming user experiences through role-specific applications for agents, policyholders, CSRs, and underwriters, enhancing both accessibility and functionality. AI, machine learning, and advanced analytics are being seamlessly embedded into core operations to automate tasks and support predictive decision-making. Cloud advancements and self-service automation are improving operational efficiency, while legacy system challenges are being tackled through expanded channels and product innovation. These trends enable insurers to better manage risks and streamline processes across their business and IT departments.
- ◆ Salesforce's Digital Insurance Platform is evolving to meet industry trends by focusing on digital agility, customer-centricity, and leveraging AI-powered insights. The integration of generative AI into servicing capabilities positions Salesforce as a leader in helping insurers transition to future-ready, intelligent platforms.

Final Take

- ◆ Salesforce's cloud-native Digital Insurance Platform supports a wide range of commercial, personal, specialty, and group benefit insurance products. It offers seamless integration of policy administration, claims management, billing, and quote-to-bind processes, enhanced by AI-driven insights, real-time analytics, and customer engagement tools via Salesforce's Customer 360. Its fully configurable application management system and extensive API capabilities optimize external system integration, providing insurers with a comprehensive, scalable solution. Additionally, Salesforce's real-time reporting dashboards and AI-driven customer insights empower insurers to adapt swiftly to market changes and evolving customer needs. Users who are looking for a P&C Core Insurance Platform that is easy to use and has a strong customer base in North America followed by LATAM and Europe and is offering various use cases within the Insurance industry can choose Salesforce's Digital Insurance Platform.

Azentio

URL: <https://www.azentio.com/>

Founded in 2020 and headquartered in Singapore, Azentio delivers specialized software solutions tailored for conventional and Islamic financial institutions, including banks and insurance companies. Its key platforms, such as ONEBanking, ONECapitalMarkets, ONEInsurance, and ONEERP are designed to meet the specific needs of these sectors. The ONEInsurance platform covers general, fire, property, motor, and specialty insurance, while supporting both conventional and takaful (shariah-compliant) insurance businesses in their digital transformation initiatives.

Azentio's ONEInsurance platform provides comprehensive support for various general insurance transactions, including policy issuance, billing, and claims management. The platform features an integrated product configuration tool and a robust rating engine that allows insurers to customize their offerings and streamline processes. The platform also supports advanced analytics, enabling users to leverage insights from data stored in cloud-native environments for improved decision-making. Additionally, ONEInsurance incorporates a flexible distribution management system that simplifies the onboarding of agents and brokers. It also offers real-time insights into distribution performance and management of commission structures.

Analyst Perspective

Key Differentiators

- ◆ Azentio's ONEInsurance platform stands out with its dual focus on conventional and shariah-compliant (takaful) insurance solutions, catering to a diverse range of business models. The platform features a robust library of pre-configured products that can be easily customized, enhancing flexibility and speed to market. Additionally, Azentio leverages advanced analytics capabilities, allowing insurers to gain actionable insights from their data. The platform's seamless integration of self-service portals enhances customer engagement and streamlines communication among brokers, agents, and policyholders. Azentio's risk accumulation tool further differentiates its offering by enabling insurers to visualize and manage risk exposure effectively, thus reinforcing compliance and informed underwriting decisions.

Product Strategy

- ◆ **Technology Roadmap:** As part of its technology roadmap, Azentio aims to enhance the ONEInsurance platform by improving operational efficiency throughout the policy lifecycle, from quote to issuance. The roadmap includes integrating advanced analytics and AI capabilities to bolster reporting and configuration tools, refining claims handling processes, and expanding support for a broader range of insurance products. Additionally, Azentio plans to implement multilingual support and optimize the platform's functionalities for various lines of business, ensuring a versatile and user-friendly experience.
- ◆ **Strategic Roadmap:** As part of its strategic roadmap, Azentio is focused on investing in organic growth and strategic partnerships to enhance the ONEInsurance platform's capabilities. The strategy emphasizes integrating advanced analytics and data-driven insights to drive business value, while continuously expanding product offerings in response to emerging market trends and regulatory demands, ensuring timely adaptation and responsiveness to customer needs.

Market Strategy

- ◆ **Geo-expansion Strategy:** Azentio is expanding its geographical presence across APAC, MEA, and North America, focusing on building adaptable capabilities that cater to diverse regional markets. The ONEInsurance platform is designed to support country-specific requirements and localization. It enhances its appeal and effectiveness in various jurisdictions, including tailored offerings for shariah-compliant insurance products in specific regions.
- ◆ **Industry Strategy:** Azentio's industry strategy centers on providing specialized solutions tailored for the general insurance sector, addressing the unique requirements of both traditional and digital insurers. The ONEInsurance platform offers core system capabilities that enhance agility, foster innovation, and improve operational speed, enabling insurers to effectively navigate evolving market dynamics while efficiently managing their business operations.
- ◆ **Use Case Support:** Azentio's ONEInsurance platform supports various use cases, including the implementation of a comprehensive, cloud-based solution that enhances policy lifecycle management and operational efficiency. It facilitates rapid product

configuration and launches, supports third-party integrations, and automates key business processes throughout the insurance value.

Customer/ User Success Strategy

- ◆ Azentio's customer/user success strategy for the ONEInsurance platform emphasizes a flexible, subscription-based model that fosters agility and cost efficiency. By leveraging industry insights and omnichannel support, the strategy aims to deliver tailored solutions while ensuring robust customer engagement and satisfaction. Additionally, Azentio's proactive support and collaboration with key stakeholders enhance responsiveness to market dynamics, promoting long-term customer loyalty and success.

Trend Analysis

- ◆ The P&C Core Insurance Platform market is seeing significant shifts driven by climate-related risks, data-focused strategies, and digital innovation. Personalized digital engagement is transforming user experiences through role-specific applications for agents, policyholders, CSRs, and underwriters, enhancing both accessibility and functionality. AI, machine learning, and advanced analytics are being seamlessly embedded into core operations to automate tasks and support predictive decision-making. Cloud advancements and self-service automation are improving operational efficiency, while legacy system challenges are being tackled through expanded channels and product innovation. These trends enable insurers to better manage risks and streamline processes across their business and IT departments.
- ◆ Azentio's ONEInsurance platform addresses evolving market needs through cloud-based scalability, customizable tools, and digital transformation features, enhancing customer engagement and operational efficiency. However, its focus on regional-specific offerings, such as shariah compliance may limit its adoption in markets where such requirements are not necessary.

Final Take

- ◆ Azentio's ONEInsurance platform delivers an all-encompassing suite of advanced insurance technology solutions, featuring policy administration, billing, claims management, distribution, and reinsurance functionalities. With its library of pre-configured products, robust customization tools, and powerful analytics capabilities, the platform empowers insurers to streamline operations, boost customer engagement, and ensure regulatory compliance while facilitating rapid product launches and digital

transformation. Users who are looking for a P&C Core Insurance Platform that is easy to use and has a strong customer base in APAC followed by MEA and North America and are offering various use cases within the Insurance industry can choose Azentio's ONEInsurance Platform.

INSTANDA

URL: <https://instanda.com/>

Founded in 2012 and headquartered in London, England, INSTANDA is a leading provider of a modern, fully digital insurance management platform designed specifically for the Property and Casualty (P&C) insurance market. Its innovative solution empowers carriers and Managing General Agents (MGAs) to rapidly design, build, and launch a diverse range of insurance products, from standard offerings like auto and home to more complex policies such as flood, earthquake, and cyber insurance.

INSTANDA's Property and Casualty Insurance Platform is a fully digital, modern insurance management solution designed to enable carriers and MGAs to rapidly develop and deploy products. The platform facilitates the design, launch, and management of a wide array of insurance products, from standard offerings like auto and home to more specialized products such as flood, earthquake, and cyber insurance. With its no-code configuration and intuitive drag-and-drop interface, INSTANDA enables users to create and modify products in days, ensuring quick adaptation to market changes. The platform supports straight-through processing, comprehensive policy lifecycle management, and seamless integration with third-party tools, providing a robust ecosystem for insurers to thrive in a competitive landscape. Additionally, INSTANDA's cloud-based infrastructure enhances scalability and operational efficiency, positioning it as a transformative solution for the evolving insurance market.

Analyst Perspective

Key Differentiators

- ◆ INSTANDA's key differentiators lie in its no-code, cloud-native platform, allowing insurers to rapidly design, launch, and manage both simple and complex insurance products. Its drag-and-drop interface empowers carriers and MGAs to create and modify products in days without technical expertise, significantly reducing time-to-market.
- ◆ INSTANDA stands out with its flexibility and scalability, offering seamless integration through unlimited APIs and webhooks, enabling insurers to connect with third-party tools, such as HazardHub, DocuSign, and Salesforce. The platform's ability to handle multiple

product lines, from personal to specialty insurance, and provide straight-through processing with a fully customizable user experience, makes it a versatile solution for modern insurers looking to innovate and scale efficiently.

Product Strategy

- ◆ **Technology Roadmap:** INSTANDA's technology roadmap focuses on enhancing its cloud-based platform by optimizing scalability, performance, and integration capabilities. Key advancements include refining its no-code configuration tools, improving API and webhook integrations, and enhancing cloud infrastructure to support faster deployments and higher system reliability. These initiatives ensure that insurers can maintain a seamless user experience while driving operational efficiency and innovation.
- ◆ **Strategic Roadmap:** As part of its strategic roadmap, INSTANDA is focused on enhancing its no-code, cloud-based platform by expanding integration capabilities and streamlining product configuration. Future innovations include more advanced API integrations, improved customization options for insurers, and faster product launch cycles. These enhancements will further empower carriers and MGAs to remain agile and responsive to evolving market demands while driving digital transformation across their operations.

Market Strategy

- ◆ **Geo-expansion Strategy:** INSTANDA's geo-expansion strategy focuses on strengthening its established presence in North America and Europe while actively growing in the APAC region. By leveraging its scalable SaaS platform, INSTANDA is poised to tap into emerging markets, enabling insurers to quickly launch products across diverse geographies and capitalize on global opportunities in the insurance industry.
- ◆ **Industry Strategy:** INSTANDA's industry strategy focuses on delivering flexible, no-code solutions tailored to carriers and MGAs, enabling them to rapidly design, build, and launch insurance products across various segments.
- ◆ **Use Case Support:** INSTANDA supports diverse use cases across the P&C insurance landscape by enabling rapid product development and launch for carriers and MGAs. Its no-code, drag-and-drop interface allows for seamless integration with third-party systems. This makes it ideal for insurers looking to enhance quoting, policy issuance, and servicing. Additionally, INSTANDA's platform supports complex product offerings, while allowing for omni-channel communication through consumer and broker portals, ensuring a connected and efficient customer experience.

Customer/ User Success Strategy

- ◆ INSTANDA's user/customer success strategy focuses on delivering a seamless experience through comprehensive training, dedicated support, and continuous platform improvement. The company's no-code platform empowers insurers to quickly launch new products, while its ongoing investment in customer satisfaction ensures long-term success.

Trend Analysis

- ◆ The P&C Core Insurance Platform market is seeing significant shifts driven by climate-related risks, data-focused strategies, and digital innovation. Personalized digital engagement is transforming user experiences through role-specific applications for agents, policyholders, CSRs, and underwriters, enhancing both accessibility and functionality. AI, ML, and advanced analytics are being seamlessly embedded into core operations to automate tasks and support predictive decision-making. Cloud advancements and self-service automation are improving operational efficiency, while legacy system challenges are being tackled through expanded channels and product innovation. These trends enable insurers to better manage risks and streamline processes across their business and IT departments.
- ◆ INSTANDA's P&C Core Insurance platform focuses on rapid product innovation with no-code configuration, allowing insurers and MGAs to launch new products in days. The cloud-native platform supports seamless third-party integrations, enhancing scalability and operational efficiency.

Final Take

- ◆ INSTANDA's fully digital, cloud-native platform transforms the P&C insurance landscape by enabling carriers and MGAs to quickly create and manage a wide range of insurance products. With no-code configuration and seamless API integrations, it streamlines policy lifecycle management and enhances user engagement, positioning INSTANDA as a key partner in driving digital transformation in the industry. Users who are looking for a P&C Core Insurance Platform that is easy to use and has a strong customer base in North America and Europe followed by APAC and is offering various use cases within the Insurance industry can choose INSTANDA's platform.

DXC Technology

URL: <https://dxc.com/us/en>

Founded in 2017 and headquartered in Virginia, US, DXC Technology provides a comprehensive, cloud-enabled platform tailored for the global Property & Casualty (P&C) insurance industry. The DXC Assure suite offers a range of modular applications designed to support insurers in managing policy, billing, claims, and reinsurance processes. Built on a microservices architecture, the platform integrates seamlessly with legacy systems through a robust API framework, enabling insurers to modernize their operations and improve customer engagement. DXC Assure's advanced features, including AI-driven analytics, automation, and self-service capabilities, empower insurers to accelerate product innovation, enhance operational efficiency, and adapt to evolving market demands.

Analyst Perspective

Key Differentiators

- ◆ DXC Technology's key differentiators include its cloud-enabled, microservices-based DXC Assure platform, which offers seamless integration with legacy systems through a comprehensive API framework. The platform's use of AI, analytics, and automation enhances operational efficiency, while its modular, scalable architecture allows insurers to innovate quickly, and scale operations as needed. Additionally, DXC Assure supports global compliance, enabling insurers to cater to regional regulatory requirements and deliver tailored solutions across diverse markets.

Product Strategy

- ◆ Technology Roadmap: DXC Technology's technology roadmap for the DXC Assure platform focuses on creating a connected, cloud-enabled ecosystem that integrates AI, analytics, and automation to enhance operational efficiency and customer experiences. The roadmap emphasizes scalability and flexibility, enabling insurers to innovate quickly and stay competitive while continuously delivering updates and new capabilities through a seamless, cloud-based infrastructure.

- ◆ Strategic Roadmap: DXC Technology's strategic roadmap is driven by market demands, emerging technologies, and customer feedback. By collaborating with system integrators and leveraging insights from customer advisory groups, DXC ensures its platform evolves to meet the evolving needs of the insurance industry, with a focus on enhancing digital engagement and operational agility.

Market Strategy

- ◆ Geo-expansion Strategy: DXC Technology is expanding its DXC Assure platform globally, focusing on core markets in North America, Europe, and APAC, while also exploring growth opportunities in emerging regions such as Latin America and India. This strategic approach enables DXC to extend its market presence while leveraging its global infrastructure to serve diverse regional needs.
- ◆ Industry Strategy: DXC Technology's industry strategy revolves around providing a flexible, cloud-enabled insurance platform designed to automate processes, improve compliance, and foster innovation. By integrating advanced AI and analytics, DXC Assure helps insurers enhance efficiency, improve customer experiences, and stay competitive in a rapidly evolving industry.
- ◆ Use Case Support: DXC Assure supports a wide range of use cases, including seamless policy administration, claims management, and reinsurance processes. Its self-service capabilities, AI-driven analytics, and integration tools empower insurers to enhance customer engagement, streamline operations, and improve decision-making across the insurance lifecycle.

Customer/ User Success Strategy

- ◆ DXC Technology's customer success strategy for DXC Assure focuses on delivering a scalable, cloud-enabled platform that simplifies digital transformation for insurers. By providing personalized support through expert implementation teams and leveraging robust analytics, DXC ensures clients can optimize their operations, improve customer engagement, and continuously adapt to evolving market demands, fostering long-term success.

Trend Analysis

- ◆ The policy administration system is seeing transformative changes with the rise of operational excellence and digital engagement. Emerging tools and virtual assistants are automating processes and enhancing productivity across business and IT teams. Digital

engagement is evolving with personalized user experiences and improved UI/UX, focusing on better accessibility and self-service options. Advanced analytics and AI/ML technologies are driving more effective decision-making and automation of manual tasks, while AI-powered virtual assistants streamline operations by interacting in natural language and managing data.

- ◆ DXC Assure is evolving to meet the growing demand for digital transformation in the insurance industry, focusing on AI-powered analytics, self-service features, and seamless API integrations. The platform's microservices architecture enables insurers to adapt to market shifts, improve operational efficiency, and enhance customer engagement, driving innovation in the evolving P&C landscape.

Final Take

- ◆ DXC Technology's cloud enabled DXC Assure platform offers a comprehensive suite of modern P&C insurance solutions, including policy, billing, claims, and reinsurance management. With advanced AI, analytics, and seamless integration capabilities, it helps insurers accelerate digital transformation, enhance customer experiences, and drive operational efficiencies, supporting growth and innovation. Users who are looking for a P&C Core Insurance Platform that is easy to use and has a strong customer base in North America, EMEA and APAC and are offering various use cases in within Insurance industry can choose DXC Assure Platform.

SAPIENS

URL: <https://sapiens.com/>

Founded in 1982 and headquartered in Holon, Israel, Sapiens is a leading provider of cloud-native software solutions for the Property & Casualty (P&C) insurance industry, offering a comprehensive suite of applications that span policy administration, claims management, billing, and customer engagement. Its platforms, IDITSuite and IDIT Go, deliver flexible, scalable, and pre-configured solutions that enable insurers to rapidly adapt to market changes and enhance operational efficiency. With advanced AI, machine learning, and analytics capabilities embedded throughout, Sapiens empowers insurers to make data-driven decisions, streamline processes, and offer superior customer experiences. Built on an open architecture, Sapiens' solutions ensure seamless integration and agility, positioning insurers for long-term success in an evolving digital landscape.

Analyst Perspective

Key Differentiators

- ◆ Sapiens differentiates itself with its cloud-native, modular platform that offers rapid deployment and configurability through low-code/no-code tools. Its integrated use of AI, machine learning, and analytics enhances operational efficiency, while its API-first architecture ensures seamless system integration, empowering insurers to streamline workflows and drive superior customer engagement.

Product Strategy

- ◆ Technology Roadmap: Sapiens' technology roadmap focuses on enhancing its cloud-native, modular platforms, IDITSuite and IDIT Go, with continued AI and machine learning integration to drive automation and data-driven decision-making. The roadmap prioritizes expanding API capabilities for seamless system integrations and improving configurability to support insurers' evolving operational needs and market demands.
- ◆ Strategic Roadmap: Sapiens' strategic roadmap centers on delivering adaptable, low-code solutions for the P&C insurance industry, emphasizing rapid product deployment and

enhanced customer engagement. By leveraging AI, analytics, and a robust API ecosystem, Sapiens aims to drive operational efficiency and support insurers in achieving sustainable growth and compliance.

Market Strategy

- ◆ **Geo-Expansion Strategy:** Sapiens is focused on expanding its reach globally, with strong capabilities in North America, Europe, and emerging markets. Its cloud-native solutions, IDITSuite and IDIT Go, are designed to support multi-currency, multi-lingual, and multi-country operations, positioning Sapiens to capture growth in diverse regions.
- ◆ **Industry Strategy:** Sapiens delivers configurable, cloud-based solutions tailored to the P&C insurance sector, empowering insurers to streamline workflows, enhance customer engagement, and meet regulatory demands with agility. Its AI-driven automation and analytics capabilities help insurers drive operational efficiency and innovation.
- ◆ **Use Case Support:** Sapiens' platform supports a wide range of use cases, including policy administration, claims management, and billing, across personal, commercial, and specialty lines. Its modular design and API-first architecture ensure seamless integration with external systems, enabling insurers to optimize their processes and achieve compliance.

Customer/ User Success Strategy

- ◆ Sapiens' Customer/User Success strategy focuses on delivering rapid deployment and continuous support through its cloud-native solutions, IDITSuite and IDIT Go. With agile methodologies, Sapiens ensures operational excellence by providing comprehensive managed services, proactive monitoring, and expert guidance, empowering clients to maximize platform value and achieve long-term business goals.

Trend Analysis

- ◆ The P&C Core Insurance Platform market is seeing significant shifts driven by climate-related risks, data-focused strategies, and digital innovation. Personalized digital engagement transforms user experiences through role-specific applications for agents, policyholders, CSRs, and underwriters, enhancing accessibility and functionality. AI, machine learning, and advanced analytics seamlessly integrate core operations to automate tasks and support predictive decision-making. Cloud advancements and self-service automation improve operational efficiency, while legacy system challenges are tackled through expanded channels and product innovation. These trends enable insurers

to manage risks better and streamline processes across their business and IT departments.

- ◆ Sapiens is evolving to meet key industry trends by offering cloud-native, modular solutions that drive digital transformation through automation, AI, and machine learning. IDITSuite and IDIT Go empower insurers to rapidly adapt to market changes, enhance operational efficiency, and leverage data-driven insights, while their API-first architecture ensures seamless integration and supports interoperability for a more agile insurance ecosystem.

Final Take

- ◆ Sapiens offers a comprehensive, cloud-native P&C insurance platform, providing insurers with a modular, low-code solution that streamlines policy management, claims processing, and product distribution. Leveraging AI, machine learning, and embedded analytics, Sapiens enables data-driven insights and enhanced customer engagement, empowering insurers to meet evolving market demands with agility and efficiency. Users looking for an easy-to-use P&C Core Insurance Platform with a solid customer base in EMEA and North America and offers various use cases within the Insurance industry should consider either of the SAPIENS IDIT solution.

TCS

URL: <https://www.tcs.com/>

Founded in 1968 and headquartered in Mumbai, IN, the US, TCS is a leading provider of comprehensive technology solutions for the Property and Casualty (P&C) insurance sector. The TCS BaNCS P&C Core Insurance platform delivers a cloud-native, end-to-end solution that supports policy administration, claims processing, underwriting, reinsurance, and accounting. It is designed to handle the complexities of personal and commercial lines insurance, providing insurers with the tools to manage multi-line products, enhance regulatory compliance, and drive operational efficiency. TCS BaNCS integrates AI-driven automation, data analytics, and a highly configurable, modular architecture, ensuring insurers can launch products faster and deliver superior customer experiences. With its scalable, flexible platform, TCS helps insurers across the globe navigate the evolving insurance landscape while maintaining agility, compliance, and innovation.

Analyst Perspective

Key Differentiators

- ◆ TCS BaNCS differentiates itself through its cloud-native, flexible architecture that supports multi-currency, multi-language environments, enabling rapid global deployment. The platform's automation and AI-driven capabilities streamline policy administration and claims processing, enhancing operational efficiency. Additionally, its open API and integration-ready design provide insurers with seamless scalability and customization to meet evolving business and regulatory needs.

Product Strategy

- ◆ Technology Roadmap: TCS BaNCS' technology roadmap emphasizes cloud-first capabilities, ensuring scalability and security with multi-cloud support. The platform is continuously evolving to enhance automation, performance, and ease of integration, using advanced data analytics, AI, and open APIs to drive efficiency and customer-centric innovations.

- ◆ Strategic Roadmap: TCS BaNCS' strategic focus is on expanding its digital and automation capabilities. Key developments include AI-driven claims processing, faster product launches, and enhanced customer experience through mobility and portals. The roadmap also aims to integrate IoT and data-driven insights, ensuring insurers can meet emerging market demands and enhance operational agility.

Market Strategy

- ◆ Geo-expansion Strategy: TCS BaNCS for Property and Casualty is poised for global growth with its multi-currency, multi-language, and cloud-ready platform. Its flexible architecture supports diverse markets, enabling insurers to quickly adapt to regional requirements while leveraging scalable solutions across various geographies.
- ◆ Industry Strategy: TCS BaNCS focuses on delivering industry-specific solutions to a wide range of insurers, from large enterprises to niche carriers. Its robust capabilities in policy management, claims processing, and reinsurance are complemented by advanced automation and data analytics, allowing insurers to drive growth and operational efficiency across multiple lines of business.
- ◆ Use Case Support: TCS BaNCS supports diverse use cases across the P&C landscape, with features like end-to-end claims processing, policy administration, and seamless third-party integrations. Its platform is ideal for insurers seeking to improve efficiency, launch new products, and enhance customer experiences through digital and cloud capabilities.

Customer/ User Success Strategy

- ◆ TCS BaNCS for Property and Casualty ensures customer success by providing flexible configuration options and automation tools that enhance user experience. With its cloud-first approach and seamless integration capabilities, the platform allows insurers to easily adapt to changing market needs. TCS offers strong support with regular updates, responsive customer service, and continuous product improvements to maintain operational efficiency and long-term satisfaction.

Trend Analysis

- ◆ The P&C Core Insurance Platform market is seeing significant shifts driven by climate-related risks, data-focused strategies, and digital innovation. Personalized digital engagement is transforming user experiences through role-specific applications for agents, policyholders, CSRs, and underwriters, enhancing both accessibility and functionality. AI, machine learning, and advanced analytics are being seamlessly

embedded into core operations to automate tasks and support predictive decision-making. Cloud advancements and self-service automation are improving operational efficiency, while legacy system challenges are being tackled through expanded channels and product innovation. These trends enable insurers to better manage risks and streamline processes across their business and IT departments.

- ◆ TCS BaNCS for Property and Casualty is evolving to meet industry trends by enhancing automation and cloud-based scalability. The platform's integration of AI and data analytics improves operational efficiency and accelerates claims processing, while its flexible, parameter-driven architecture enables insurers to quickly launch new products and adapt to regulatory changes.

Final Take

- ◆ TCS BaNCS for Property and Casualty offers a comprehensive, cloud-native solution with a flexible, parameter-driven architecture that supports policy administration, claims management, underwriting, and reinsurance. Its automation, digital capabilities, and seamless integrations enhance operational efficiency, while its open architecture and scalability enable insurers to meet diverse regulatory and business needs. Users who are looking for a P&C Core Insurance Platform that is easy to use and has a strong customer base in North America, Europe and APAC and is offering various use cases within the Insurance industry can choose TCS BaNCS.

Vermeg

URL: <https://www.vermeg.com/>

Founded in 1993 and headquartered in Amsterdam, Netherlands, Vermeg is a leading provider of comprehensive technology solutions tailored for the Property & Casualty (P&C) insurance industry. Their P&C Core Insurance Platform, which includes the MASSAI solution, offers end-to-end management of policy lifecycles, covering a wide range of non-life business lines, including motor, home, and individual accident insurance. Vermeg's platform integrates key capabilities such as policy administration, claims processing, and billing, all powered by Veggo, their digital transformation platform. This solution supports rapid digital adoption, enhancing insurers' operational efficiency through automation, AI, and seamless legacy system integration. Vermeg's flexible, modular approach ensures that insurers can quickly adapt to market demands, regulatory changes, and emerging technologies, enabling long-term growth and innovation.

Analyst Perspective

Key Differentiators

- ◆ Vermeg's P&C Core Insurance Platform distinguishes itself with its flexible, scalable solutions designed to meet the evolving needs of insurers. The MASSAI platform offers end-to-end management of the policy lifecycle, from subscription to claims, while Veggo accelerates digital transformation with its open architecture, enabling seamless integration with legacy systems. The platform's modular components, including broker portals and product factories, provide insurers with extensive customization options. Additionally, Vermeg's focus on regulatory compliance ensures that insurers stay up-to-date with the latest industry standards. Their agile development approach, including rapid pilot projects, allows insurers to quickly implement tailored digital solutions.

Product Strategy

- ◆ Technology Roadmap: Vermeg's technology roadmap focuses on enhancing the MASSAI and Veggo platforms by further optimizing cloud integration and leveraging open architecture for seamless system integration. Key initiatives include strengthening

regulatory compliance updates and accelerating digital transformation for insurers, ensuring scalable, future-proof solutions with enhanced operational performance.

- ◆ **Strategic Roadmap:** Vermeg's strategic roadmap is centered around empowering insurers with flexible, scalable solutions. The platform aims to expand its digital accelerators and increase automation in policy management and claims processing. Future innovations will focus on further enhancing integration with legacy systems and introducing new capabilities that improve operational efficiency and meet the evolving demands of the P&C insurance market.

Market Strategy

- ◆ **Geo-expansion Strategy:** Vermeg's P&C Core Insurance Platform is designed for global scalability, with solutions like MASSAI and Veggo supporting multi-region and multi-currency requirements. This flexibility positions Vermeg to effectively serve diverse markets, enabling insurers to meet local needs while expanding their global presence.
- ◆ **Industry Strategy:** Vermeg focuses on delivering specialized solutions for various insurance segments, including both large carriers and MGAs, through its MASSAI platform. By leveraging digital accelerators and an open architecture, Vermeg helps insurers enhance agility, streamline operations, and adapt to evolving market conditions.
- ◆ **Use Case Support:** Vermeg's platform supports a wide range of use cases, from policy lifecycle management to seamless broker integration. Its open architecture and modular solutions cater to both small and large insurers, enabling digital journeys, automated claims, and real-time pricing for improved operational efficiency and customer experiences.

Customer/ User Success Strategy

- ◆ Vermeg's P&C Core Insurance Platform prioritizes user success through customizable solutions and responsive support. With tools like the flexible MASSAI platform and Veggo's digital accelerators, insurers can easily tailor their systems to meet evolving needs. Vermeg ensures smooth transitions with continuous updates and a collaborative approach, working closely with customers to address concerns and integrate user-driven enhancements, guaranteeing long-term satisfaction and operational success.

Trend Analysis

- ◆ The P&C Core Insurance Platform market is seeing significant shifts driven by climate-related risks, data-focused strategies, and digital innovation. Personalized digital engagement is transforming user experiences through role-specific applications for agents, policyholders, CSRs, and underwriters, enhancing both accessibility and functionality. AI, machine learning, and advanced analytics are being seamlessly embedded into core operations to automate tasks and support predictive decision-making. Cloud advancements and self-service automation are improving operational efficiency, while legacy system challenges are being tackled through expanded channels and product innovation. These trends enable insurers to better manage risks and streamline processes across their business and IT departments.
- ◆ Vermeg's P&C Core Insurance Platform is evolving to meet the growing demand for digital transformation and operational efficiency. With features like MASSAI's end-to-end management and Veggo's open architecture, Vermeg is aligning with industry trends by enabling insurers to modernize legacy systems, streamline operations, and rapidly implement digital solutions. These advancements are empowering insurers to enhance customer experiences, stay compliant, and drive growth through scalable and future-proof technologies.

Final Take

- ◆ Vermeg's P&C Core Insurance Platform, powered by MASSAI, offers a comprehensive, end-to-end solution for managing policy life cycles, from subscriptions to claims, across various non-life business lines. Its open architecture, integration capabilities through Veggo, and modular solutions provide insurers with flexibility, regulatory compliance, and rapid digital transformation to enhance operational efficiency and customer experiences. Users who are looking for a P&C Core Insurance Platform that is easy to use and has a strong customer base in Europe, North America and APAC and is offering various use cases within the Insurance industry can choose Vermeg's MASSAI.

BriteCore

URL: <https://www.britecore.com/>

Founded in 2009 and headquartered in California, US, BriteCore is a leading provider of cloud-native core insurance solutions for Property and Casualty (P&C) insurers, offering a comprehensive platform for policy administration, billing, and claims management. With its flexible, no-code configuration tools, BriteCore supports a wide range of personal, commercial, and specialty lines, including auto, homeowners, renters, and business insurance. The platform integrates seamlessly with third-party systems through a robust API library, enabling insurers to optimize workflows and enhance operational efficiency. BriteCore's agent and policyholder portals further streamline customer interactions, providing self-service capabilities and improving engagement. Its advanced analytics and real-time processing capabilities empower insurers with actionable insights, while automated workflows drive faster decision-making and improved customer satisfaction. This scalable and highly configurable platform is designed to meet the diverse needs of insurers, helping them innovate and remain competitive in an evolving market.

Analyst Perspective

Key Differentiators

- ◆ BriteCore's differentiators stem from its intuitive, no-code configuration interface, enabling rapid customization of policy administration, billing, and claims processes without the need for extensive IT resources. BriteCore's focus on delivering a fully digital experience through configurable agent and policyholder portals significantly improves customer engagement and self-service, while its real-time analytics and business intelligence tools provide actionable insights to optimize decision-making and operational efficiency. This unique combination of scalability, ease of use, and automation positions BriteCore as a standout solution in the competitive P&C insurance technology space.

Product Strategy

- ◆ Technology Roadmap: BriteCore's technology roadmap focuses on enhancing its cloud-native platform with AWS services, ensuring scalability, performance, and integration with

third-party systems. The platform's use of automated workflows and real-time analytics will further improve efficiency, supporting insurers in adapting to market demands.

- ◆ Strategic Roadmap: BriteCore is committed to continuous product enhancement, with a focus on flexible, no-code configurations and streamlined integrations. Future plans include advanced analytics, AI-driven decision-making, and improved claims processing, ensuring insurers can quickly adapt to industry trends and optimize operational performance.

Market Strategy

- ◆ Geo-expansion Strategy: BriteCore is positioned for global growth with its cloud-native platform that supports multi-line, multi-location policies and integrates seamlessly across diverse markets. Its flexible product configuration and API-driven architecture enable insurers to cater to varied regional needs, driving its expansion into new geographies.
- ◆ Industry Strategy: BriteCore targets midsize carriers and MGAs/MGUs by offering end-to-end core capabilities, empowering them with automation, flexible workflows, and real-time analytics to stay competitive and respond to market demands efficiently.
- ◆ Use Case Support: BriteCore supports a wide range of use cases from policy administration to claims management, with customizable workflows and seamless integration with third-party data providers, enabling insurers to enhance productivity, accuracy, and customer engagement.

Customer/ User Success Strategy

- ◆ BriteCore's customer success strategy focuses on delivering an intuitive user experience through flexible, no-code configuration tools and comprehensive support. Its proactive approach includes regular system upgrades, a responsive support team, and continuous product enhancements driven by customer feedback, ensuring operational efficiency and long-term client satisfaction.

Trend Analysis

- ◆ The P&C Core Insurance Platform market is seeing significant shifts driven by climate-related risks, data-focused strategies, and digital innovation. Personalized digital engagement is transforming user experiences through role-specific applications for agents, policyholders, CSRs, and underwriters, enhancing both accessibility and functionality. AI, machine learning, and advanced analytics are being seamlessly

embedded into core operations to automate tasks and support predictive decision-making. Cloud advancements and self-service automation are improving operational efficiency, while legacy system challenges are being tackled through expanded channels and product innovation. These trends enable insurers to better manage risks and streamline processes across their business and IT departments.

- ◆ BriteCore's P&C core platform is evolving to meet industry trends by focusing on automation, cloud-native architecture, and enhanced digital experiences. Its roadmap emphasizes improved workflow efficiency, real-time data access, and seamless integration, empowering insurers to leverage flexible product configurations and better serve policyholders through self-service portals and advanced analytics.

Final Take

- ◆ BriteCore's cloud-native P&C core platform streamlines policy administration, billing, and claims management, empowering insurers with configurable workflows and automation. Its multi-line, multi-location capabilities, integrated agent and policyholder portals, and API-driven architecture enable efficient operations and enhanced customer experiences. Users who are looking for a P&C Core Insurance Platform that is easy to use and has a strong customer base in North America and is offering various use cases within the Insurance industry can choose BriteCore's P&C Insurance Platform.

OneShield

URL: <https://oneshield.com/>

Founded in 1982 and headquartered in Morristown, NJ, US, OneShield is a provider of comprehensive cloud-native technology solutions for the Property & Casualty (P&C) insurance market, offering two robust platforms: OneShield Enterprise and OneShield Market Solutions. These platforms deliver end-to-end policy, billing, and claims management capabilities for a wide range of insurance products, from personal and commercial lines to specialty coverage. OneShield Enterprise supports complex workflows and is designed for growth-oriented insurers, while OneShield Market Solutions offers an all-in-one solution tailored to smaller insurers and MGAs. Both platforms leverage automation, AI, and machine learning to streamline operations, enhance customer experience, and enable rapid digital transformation for insurers of all sizes.

Analyst Perspective

Key Differentiators

- ◆ OneShield's key differentiators for OneShield Enterprise include its comprehensive, configurable platform that supports over 80 lines of business, enabling insurers to automate and streamline complex workflows. The platform is cloud-native, offering scalability, flexibility, and seamless integration with advanced AI and machine learning tools. Its modular architecture allows insurers to start with a single module, such as policy management, and expand into billing, claims, and rating as needed.
- ◆ OneShield Market Solutions stands out with its all-in-one, cloud-hosted solution designed for smaller P&C insurers and MGAs. With a focus on reducing IT complexity, Market Solutions offers pre-built insurance content and flexible workflows, all while providing continuous upgrades and support. The platform's integration capabilities, automated claims processing, and comprehensive policy management features cater to the evolving needs of niche insurers, ensuring operational efficiency and customer satisfaction.

Product Strategy

- ◆ Technology Roadmap: OneShield's technology roadmap emphasizes continuous cloud optimization and automation across its platforms, ensuring seamless integration and scalability. Enhancements focus on improving platform performance, expanding configurability, and streamlining implementation to support insurers' evolving needs in the digital age.
- ◆ Strategic Roadmap: OneShield's strategic roadmap targets innovation through AI-driven automation, advanced analytics, and cloud-native capabilities. Key initiatives include expanding product flexibility, enhancing customer self-service options, and introducing advanced features for policy management, claims processing, and billing to support diverse market segments and future growth.

Market Strategy

- ◆ Geo-expansion Strategy: OneShield's cloud-native platforms are designed for global scalability, supporting multi-region, multi-currency, and multi-lingual needs. OneShield Enterprise and Market Solutions are well-positioned to expand into diverse markets, enabling insurers to seamlessly adapt to local regulations and customer expectations, enhancing their international reach.
- ◆ Industry Strategy: OneShield targets a broad spectrum of insurers, from larger enterprises using OneShield Enterprise for complex needs to smaller insurers leveraging the simplified OneShield Market Solutions. Both platforms empower insurers to enhance operational efficiency, accelerate digital transformation, and meet evolving market demands through configurable, cloud-based solutions.
- ◆ Use Case Support: OneShield supports diverse use cases, including flexible policy management, billing, and claims automation for both large insurers and MGAs. Its configurable workflows and automation tools cater to specific business needs, enhancing operational efficiency and integration across various P&C insurance lines.

Customer/ User Success Strategy

- ◆ OneShield's P&C core platforms prioritize customer success through configurable workflows and automation, enabling insurers to easily tailor the solutions to their unique needs. Both OneShield Enterprise and Market Solutions offer extensive configuration options, empowering users to optimize operations without heavy IT intervention. A dedicated support team ensures seamless implementation and ongoing updates, while

regular platform enhancements based on customer feedback ensure continuous alignment with evolving market requirements, fostering long-term user satisfaction and success.

Trend Analysis

- ◆ The P&C Core Insurance Platform market is seeing significant shifts driven by climate-related risks, data-focused strategies, and digital innovation. Personalized digital engagement is transforming user experiences through role-specific applications for agents, policyholders, CSRs, and underwriters, enhancing both accessibility and functionality. AI, machine learning, and advanced analytics are being seamlessly embedded into core operations to automate tasks and support predictive decision-making. Cloud advancements and self-service automation are improving operational efficiency, while legacy system challenges are being tackled through expanded channels and product innovation. These trends enable insurers to better manage risks and streamline processes across their business and IT departments.
- ◆ OneShield's P&C core platforms are evolving to meet industry demands for efficiency and scalability, with a strong emphasis on cloud-native solutions and automation. OneShield Enterprise is enabling larger insurers to modernize legacy systems, streamline workflows, and leverage AI for operational optimization. Meanwhile, OneShield Market Solutions is supporting smaller insurers with integrated, all-in-one solutions that reduce IT complexity, accelerate growth, and enhance customer service, ensuring insurers can adapt to changing market conditions and customer expectations.

Final Take

- ◆ OneShield's cloud-native P&C core platforms, OneShield Enterprise and OneShield Market Solutions, streamline policy, billing, claims, and rating management with flexible workflows and automation. Both platforms offer scalable solutions, with Enterprise catering to larger, complex insurers and Market Solutions providing a simplified, all-in-one solution for smaller businesses, ensuring efficient operations and enhanced customer service. Users who are looking for a P&C Core Insurance Platform that is easy to use and has a strong customer base in North America, APAC and Europe and is offering various use cases within the Insurance industry can choose either of OneShield's Enterprise or Market Solutions platform.

Damco Solutions

URL: <https://www.damcogroup.com/insurance/>

Founded in 1996 and headquartered in New Jersey, US, Damco Solutions offers InsureEdge, an enterprise-grade, cloud-native platform tailored for the Property & Casualty (P&C) insurance industry. This comprehensive suite covers core insurance functions such as policy administration, claims processing, billing, underwriting, and customer engagement. InsureEdge is designed with a multi-geography and multi-currency setup, allowing global insurers to manage diverse operations across regions. The platform's AI-driven analytics, automation, and user-friendly dashboards support insurers throughout the entire insurance lifecycle, enhancing data-driven decision-making, operational efficiency, and customer satisfaction. InsureEdge also provides seamless third-party integration through open APIs, making it adaptable to both legacy systems and modern digital ecosystems.

Analyst Perspective

Key Differentiators

- ◆ Some of Damco Solutions' key differentiators include its flexible, cloud native InsureEdge platform, which provides end-to-end capabilities for P&C insurers. InsureEdge leverages AI-driven analytics to automate processes, improve customer insights, and optimize risk profiling. It also offers multi-currency, multi-geography support for global insurers, and an open API library to enable seamless third-party integrations. The platform's configurable dashboards and intuitive UI allow insurers to create customized user experiences while ensuring regulatory compliance and efficient data management across multiple insurance lines, including P&C, Life, Health, and specialized areas like cannabis insurance.

Product Strategy

- ◆ Technology Roadmap: Damco Solutions' technology roadmap for InsureEdge emphasizes a scalable, cloud-native infrastructure to support growing insurer demands and multi-geography requirements. By leveraging AI, automation, and advanced analytics, InsureEdge aims to enhance operational efficiency and customer engagement. Open APIs

support seamless third-party integrations, fostering connectivity across insurance operations.

- ◆ **Strategic Roadmap:** Damco's strategic roadmap for InsureEdge prioritizes continuous innovation in core P&C functionalities, adaptability to evolving regulatory requirements, and an emphasis on user-centric improvements. With regular client feedback loops and collaboration with strategic partners, Damco ensures InsureEdge aligns with industry shifts and client needs, maintaining a competitive edge across the insurance landscape.

Market Strategy

- ◆ **Geo-Expansion Strategy:** Damco Solutions is expanding InsureEdge's presence across multiple geographies, focusing on adaptability for varied market needs. With multi-currency and multi-country support, InsureEdge is positioned to serve diverse markets, facilitating growth opportunities in regions such as North America, Europe, and emerging markets.
- ◆ **Industry Strategy:** Damco's InsureEdge prioritizes the P&C sector with automation tools and AI-driven analytics designed to streamline operations and ensure compliance. By focusing on policy administration, claims management, and customer engagement, Damco enables insurers to drive efficiencies and improve customer experiences in a rapidly evolving insurance landscape.
- ◆ **Use Case Support:** InsureEdge supports various use cases across the insurance lifecycle, including policy administration, automated claims processing, and customer self-service portals for enhanced policy management. It also provides integrated data analytics for actionable insights, enabling insurers to improve decision-making and customer satisfaction to evolving market demands, ultimately enhancing operational efficiency and customer satisfaction.

Customer/ User Success Strategy

- ◆ Damco Solutions' customer success strategy for InsureEdge focuses on seamless cloud-based implementation, providing insurers with a flexible platform that simplifies operations and accelerates time-to-market. The strategy includes dedicated support through Customer Success Managers (CSMs), ensuring clients receive personalized guidance, regular progress reviews, and continuous adaptation to evolving market demands, ultimately enhancing operational efficiency and customer satisfaction.

Trend Analysis

- ◆ The policy administration system is seeing transformative changes with the rise of operational excellence and digital engagement. Emerging tools and virtual assistants are automating processes and enhancing productivity across business and IT teams. Digital engagement is evolving with personalized user experiences and improved UI/UX, focusing on better accessibility and self-service options. Advanced analytics and AI/ML technologies are driving more effective decision-making and automation of manual tasks, while AI-powered virtual assistants streamline operations by interacting in natural language and managing data.
- ◆ Damco Solutions' InsureEdge is evolving to address key trends in the insurance industry, such as automation, data-driven decision-making, and multi-geography operations. The platform's integration of AI-powered analytics, scalable workflows, and seamless third-party connections reflects the industry's increasing shift toward operational efficiency, customer-centric engagement, and regulatory compliance.

Final Take

- ◆ Damco Solutions' InsureEdge platform offers a robust, cloud-based P&C insurance suite that integrates policy administration, claims, billing, and customer management. With advanced data analytics, automation, and a scalable multi-geography setup, InsureEdge enhances operational efficiency and supports insurers in managing complex, global operations. Users who are looking for a P&C Core Insurance Platform that is easy to use and has a strong customer base in North America and Europe and are offering various use cases in within Insurance industry can choose Damco Solutions InsureEdge.

Origami Risk

URL: <https://www.origamirisk.com/>

Founded in 2009 and headquartered in Chicago, US, Origami Risk is a provider of integrated SaaS solutions for the risk and insurance industry, offering a comprehensive suite of core system solutions from a single, secure platform. Their P&C Insurance Solution Suite supports both personal and commercial lines of business, enabling insurers to streamline operations and enhance customer experiences. The platform features a wide range of functionalities, including policy management, rating engine, underwriting workbench, document creation and management, claims administration, and billing. Origami Risk partners with leading technology providers such as Gradient AI, One Inc, Perr & Knight, and Madison, and collaborates with system integrators like Deloitte, EY, RCG, Coforge, and WikiFri.

Analyst Perspective

Key Differentiators

- ◆ Some of Origami Risk's key differentiators include its unified cloud-native platform that integrates policy, billing, underwriting, claims, and risk management functions, eliminating the need for multiple systems. The platform offers advanced analytics for better decision-making, automated workflows for efficiency, and built-in OCR capabilities for enhanced underwriting. Its flexibility, scalability, and pre-built integrations enable insurers to streamline operations and respond swiftly to market demands.

Product Strategy

- ◆ Technology Roadmap: Origami Risk's technology roadmap focuses on expanding API integrations, enhancing support for personal lines insurance, and incorporating advanced analytics and AI to improve decision-making and operational efficiency. The platform's cloud-native architecture enables continuous updates, ensuring seamless scalability and speed to market.
- ◆ Strategic Roadmap: Origami Risk's strategic roadmap is driven by a focus on expanding its partnership ecosystem, adding new capabilities for insurers, and enhancing user

experiences. By leveraging feedback from clients and partners, Origami Risk aims to provide tailored solutions that meet the evolving needs of the insurance industry.

Market Strategy

- ◆ **Geo-expansion Strategy:** Origami Risk is focusing on strengthening its presence in North America and Europe, while exploring expansion into emerging markets. By leveraging its robust platform and industry expertise, Origami Risk aims to tap into new regions and diversify its client base.
- ◆ **Industry Strategy:** Origami Risk's industry strategy targets a wide array of sectors, including healthcare, construction, and insurance carriers, with solutions that streamline policy administration, underwriting, claims, and risk management. Their cloud-native platform enables insurers to improve efficiency, risk management, and customer experience across the insurance lifecycle.
- ◆ **Use Case Support:** Origami Risk supports various use cases, including managing the full policy lifecycle, automating claims handling, enabling FNOL filing via mobile, and optimizing loss control and risk management functions. The platform's comprehensive capabilities help insurers modernize operations, reduce manual tasks, and improve decision-making.

Customer/ User Success Strategy

- ◆ Origami Risk's Customer/User Success strategy centers on its unified cloud-native platform, offering seamless implementation and continuous support through dedicated teams. The strategy includes proactive customer engagement, regular progress reviews, and tailored solutions, ensuring that insurers maximize the platform's capabilities and adapt to evolving market demands, driving long-term customer satisfaction and success.

Trend Analysis

- ◆ The policy administration system is seeing transformative changes with the rise of operational excellence and digital engagement. Emerging tools and virtual assistants are automating processes and enhancing productivity across business and IT teams. Digital engagement is evolving with personalized user experiences and improved UI/UX, focusing on better accessibility and self-service options. Advanced analytics and AI/ML technologies are driving more effective decision-making and automation of manual tasks, while AI-powered virtual assistants streamline operations by interacting in natural language and managing data.

- ◆ Origami Risk is adapting to industry trends by enhancing its cloud-native platform with advanced analytics, API integrations, and expanded coverage for personal lines of insurance. The platform's focus on automation, unified data management, and customizable user experiences supports insurers' transition toward data-driven decision-making and streamlined operations, keeping pace with the evolving needs of the insurance market.

Final Take

- ◆ Origami Risk's unified, cloud-native P&C platform streamlines policy administration, underwriting, claims, and billing, with built-in analytics for improved decision-making and risk management. The platform's flexible architecture supports a wide range of industries, offering insurers a comprehensive, integrated solution for enhanced operational efficiency and speed to market. Users who are looking for a P&C Core Insurance Platform that is easy to use and has a strong customer base in North America and Europe and are offering various use cases in within Insurance industry can choose Duck Creek Suite.

Insuresoft

URL: <https://www.insuresoft.com/>

Founded in 1993 and headquartered in Tuscaloosa, AL, Insuresoft is a leading provider of comprehensive technology solutions for the Property & Casualty (P&C) insurance market. Its flagship product, the Diamond Platform, offers a fully integrated suite of modules, including policy administration, billing, claims management, and advanced analytics, tailored to personal, commercial, and specialty lines of insurance. The platform enables insurers to optimize their operations with a highly configurable, low-code environment that supports rapid product launches, automated underwriting, and seamless data integration. With its flexible deployment options—cloud or on-premises—Insuresoft's Diamond Platform empowers insurers to scale their business efficiently while staying ahead of market demands through real-time analytics and an extensive API library for easy third-party integrations.

Analyst Perspective

Key Differentiators

- ◆ Insuresoft's key differentiators lie in its highly configurable Diamond Platform, which supports a wide range of personal, commercial, and specialty insurance products. The platform's low-code configuration tools and integrated API library enable rapid product launches and seamless scalability. Insuresoft stands out with its end-to-end integration of policy, billing, and claims management, along with automated underwriting and real-time analytics capabilities. Its cloud and on-prem deployment flexibility, coupled with pre-configured frameworks and regular updates, ensure that insurers can quickly adapt to market demands while maintaining operational efficiency.

Product Strategy

- ◆ Technology Roadmap: Insuresoft's technology roadmap focuses on enhancing the Diamond Platform's cloud capabilities and API integrations to improve scalability and performance. Future developments aim to optimize the platform's low-code configuration tools and enhance real-time data analytics, ensuring a seamless and efficient user experience.

- ◆ Strategic Roadmap: Insuresoft's strategic roadmap includes expanding the Diamond Platform's functionality to support emerging insurance products and advanced analytics. The roadmap emphasizes faster product launches, enhanced underwriting automation, and deeper integration with third-party data sources to provide insurers with greater flexibility and operational agility.

Market Strategy

- ◆ Geo-expansion Strategy: Insuresoft's Diamond Platform is focused on expanding its footprint in North America, with plans to enhance its cloud and on-prem deployment models to cater to diverse regional needs. The platform's API-enabled architecture and configurable features support scalability for insurers looking to enter new markets.
- ◆ Industry Strategy: Insuresoft targets a wide range of P&C insurers, from small regional carriers to large national ones, offering a versatile platform that supports personal, commercial, and specialty lines. Its comprehensive suite of policy, billing, and claims management tools helps insurers improve operational efficiency and adapt to industry demands.
- ◆ Use Case Support: The Diamond Platform supports diverse use cases including seamless integration with core systems, rapid product launches through pre-built templates, and efficient data analysis for risk scoring. Its omni-channel capabilities and robust reporting tools cater to insurers seeking to streamline quoting, underwriting, and policy servicing.

Customer/ User Success Strategy

- ◆ Insuresoft's customer success strategy centers on delivering a seamless user experience through its low-code configuration tools and comprehensive support services. The Diamond Platform's flexible design allows insurers to easily customize workflows, while regular product updates and responsive support ensure customers remain aligned with the latest industry advancements. This proactive approach enhances operational efficiency and fosters long-term.

Trend Analysis

- ◆ The P&C Core Insurance Platform market is seeing significant shifts driven by climate-related risks, data-focused strategies, and digital innovation. Personalized digital engagement is transforming user experiences through role-specific applications for agents, policyholders, CSRs, and underwriters, enhancing both accessibility and functionality. AI, machine learning, and advanced analytics are being seamlessly

embedded into core operations to automate tasks and support predictive decision-making. Cloud advancements and self-service automation are improving operational efficiency, while legacy system challenges are being tackled through expanded channels and product innovation. These trends enable insurers to better manage risks and streamline processes across their business and IT departments.

- ◆ Insuresoft's Diamond Platform is evolving to meet the growing demand for digital transformation in the P&C insurance sector, focusing on automation, data analytics, and seamless integration. Its low-code configuration tools and real-time analytics are enhancing operational efficiency, while its API-enabled architecture supports scalability and quick product innovation, aligning with industry trends toward faster, more flexible solutions for insurers.

Final Take

- ◆ Insuresoft's Diamond Platform offers a comprehensive, configurable solution for P&C insurers, integrating policy, billing, and claims management with automated underwriting and advanced data analytics. Its low-code configuration, pre-built templates, and frequent updates enable rapid product launches, while API-enabled connectivity enhances operational efficiency and customer interactions across multiple channels. Users who are looking for a P&C Core Insurance Platform that is easy to use and has a strong customer base in North America and is offering various use cases within the Insurance industry can choose Insuresoft's Diamond Platform.

Fadata

URL: <https://fadata.eu/>

Founded in 1990 and headquartered in Munich, Germany, Fadata, a technology solutions provider specializing in the insurance industry, offering a comprehensive platform that caters to Life, Pensions, Health, and Property & Casualty (P&C) insurance markets. Fadata's comprehensive technology solutions for the general insurance sector, offering its INSIS platform designed to streamline policy administration across diverse product lines, including motor, property, and liability insurance. The platform delivers end-to-end business process automation, facilitating rapid product configuration, efficient underwriting, and effective claims management.

Fadata's INSIS platform for general insurance offers a comprehensive policy administration solution designed to manage the entire insurance lifecycle across various product lines, including motor, property, and liability insurance. With its fully automated processes and flexible product configuration capabilities, INSIS empowers insurers to swiftly adapt to market demands while ensuring compliance and security. The platform facilitates seamless integration with customer self-service portals, enhances underwriting efficiency through rule-based functionality, and streamlines claims management, providing a robust foundation for insurers looking to optimize operations and improve customer experiences.

Analyst Perspective

Key Differentiators

- ◆ Fadata's INSIS platform distinguishes itself through its comprehensive end-to-end capabilities for general insurance, enabling insurers to efficiently manage a diverse array of products including property, motor, and liability insurance. With a focus on automation and flexibility, INSIS allows for rapid product configuration and seamless integration with customer self-service portals, enhancing user experience. Additionally, its rule-based underwriting and powerful claims management functionalities streamline operations, while the ability to adapt to regulatory changes ensures compliance and agility in a dynamic market environment. This combination of features positions Fadata as a frontrunner in delivering innovative insurance technology solutions.

Product Strategy

- ◆ **Technology Roadmap:** Fadata's technology roadmap is centered on enhancing the INSIS platform through significant advancements in cloud infrastructure and automation. The focus includes leveraging cloud-native technologies to improve scalability and performance, alongside implementing advanced API integrations for seamless connectivity with third-party applications. Additionally, Fadata aims to enhance its data analytics capabilities, enabling real-time insights and decision-making support for insurers. These initiatives are designed to optimize operational efficiency and provide a superior user experience across the general insurance landscape.
- ◆ **Strategic Roadmap:** Fadata's strategic roadmap focuses on enhancing the INSIS platform to align with the dynamic needs of the general insurance market. Key initiatives include the introduction of advanced automated underwriting capabilities and streamlined multi-channel claims processing to improve efficiency and customer experience. The roadmap also emphasizes the integration of cutting-edge technologies, such as AI-driven analytics and enhanced product configurability, enabling insurers to quickly adapt to market changes and regulatory requirements. These developments will position Fadata as a leader in delivering innovative insurance solutions that meet evolving customer expectations.

Market Strategy

- ◆ **Geo-expansion Strategy:** Fadata is well-positioned for geo-expansion with its INSIS platform, which supports multi-currency and multi-language functionalities, enabling insurers to operate seamlessly in diverse markets. The platform's flexible architecture allows for easy adaptation to local regulatory requirements and market conditions, facilitating entry into new regions. This strategic adaptability positions Fadata to meet the evolving needs of insurers worldwide while reinforcing its commitment to expanding its global presence in the insurance sector.
- ◆ **Industry Strategy:** Fadata's industry strategy focuses on delivering comprehensive solutions tailored for the general insurance market, catering to both personal and commercial lines. By leveraging the INSIS platform, Fadata empowers insurers of all sizes, from smaller regional players to larger enterprises, to enhance operational efficiency and adaptability in a rapidly evolving landscape. With a strong emphasis on automation, seamless integration, and flexible product configuration, Fadata enables insurers to optimize their core processes, respond swiftly to market demands, and harness the power of data analytics to drive innovation and growth.

- ◆ Use Case Support: Fadata's INSIS platform addresses a variety of use cases that streamline processes across the general insurance sector. It facilitates efficient policy administration, from automated quote generation to mid-term contract changes, while its rule-based functionality enhances underwriting and product configuration. INSIS supports seamless integration with customer self-service portals and agent platforms, enabling multi-channel communication and ensuring a cohesive experience for both insurers and policyholders.

Customer/ User Success Strategy

- ◆ Fadata's INSIS platform emphasizes customer success through a user-centric approach that combines comprehensive training and responsive support. The platform offers intuitive configuration tools that empower users to tailor solutions to their specific needs efficiently. Fadata's dedicated support team ensures prompt resolution of issues, while regular feedback loops with clients help prioritize enhancements, fostering a collaborative environment that drives continuous improvement and customer satisfaction.

Trend Analysis

- ◆ The P&C Core Insurance Platform market is seeing significant shifts driven by climate-related risks, data-focused strategies, and digital innovation. Personalized digital engagement is transforming user experiences through role-specific applications for agents, policyholders, CSRs, and underwriters, enhancing both accessibility and functionality. AI, machine learning, and advanced analytics are being seamlessly embedded into core operations to automate tasks and support predictive decision-making. Cloud advancements and self-service automation are improving operational efficiency, while legacy system challenges are being tackled through expanded channels and product innovation. These trends enable insurers to better manage risks and streamline processes across their business and IT departments.
- ◆ Fadata's INSIS platform is adapting to key industry trends by prioritizing automation and flexibility in the General Insurance sector. The platform's focus on streamlined processes and rapid product configuration supports insurers in responding swiftly to market changes while enhancing customer experiences through digital self-service portals. Additionally, the integration of AI-driven analytics and advanced underwriting capabilities positions INSIS as a critical tool for insurers looking to optimize operations and drive innovation in a competitive landscape.

Final Take

- ◆ Fadata's INSIS platform for General Insurance delivers a robust, end-to-end solution that supports diverse non-life insurance products, seamlessly integrating policy administration, billing, and claims management. With its automated processes, flexible product configuration, and advanced underwriting capabilities, INSIS enhances operational efficiency and responsiveness. Furthermore, the platform's API-enabled architecture facilitates easy integration with customer portals and partner systems, optimizing the overall insurance experience. Users who are looking for a P&C Core Insurance Platform that is easy to use and has a strong customer base in EMEA, followed by LATAM and APAC and is offering various use cases within the Insurance industry can choose Fadata's INSIS platform.

Insurance Systems Inc.

URL: <https://insurancesystems.com/>

Founded in 1997 and headquartered in Toronto, Canada, Insurance Systems Inc. provides a comprehensive, enterprise-grade platform designed specifically for the global Property & Casualty (P&C) insurance industry. The ISI Enterprise suite integrates core modules such as Policy Administration, Claims, Billing, Reinsurance, and Accounting into a unified solution, offering flexibility and scalability for insurers of all sizes. Available through a fully configured and flexible platform, ISI Enterprise enhances the entire insurance lifecycle, from quoting and underwriting to claims management and billing. Its seamless integration capabilities and advanced automation features enable insurers to streamline operations, improve efficiency, and adapt quickly to market demands, while its real-time data processing ensures accurate decision-making across the business.

Analyst Perspective

Key Differentiators

- ◆ Key differentiators of ISI Enterprise include its fully integrated, real-time platform that connects policy, claims, billing, and reinsurance functions seamlessly. Its robust configuration tools allow insurers to quickly adapt products and workflows without programming, while advanced automation and real-time data analytics enhance operational efficiency. ISI’s flexibility in supporting multi-currency and multi-geography operations further enables insurers to scale and expand into new markets effortlessly.

Product Strategy

- ◆ Technology Roadmap: ISI Enterprise’s technology roadmap prioritizes seamless integration across modules, real-time data processing, and robust configuration tools, enabling insurers to adapt to market changes quickly. Focused on automation and data-driven functionality, ISI Enterprise continues to enhance capabilities for workflow automation, reporting, and digital engagement to streamline the entire insurance lifecycle.
- ◆ Strategic Roadmap: Insurance Systems Inc.’s strategic roadmap emphasizes responsiveness to customer needs through configurable, integrated solutions that support

evolving industry requirements. With a focus on scalability and flexibility, ISI Enterprise aims to support insurers in enhancing customer experience and expanding into new markets efficiently.

Market Strategy

- ◆ **Geo-Expansion Strategy:** Insurance Systems Inc. supports multi-currency and multi-company capabilities within ISI Enterprise, enabling insurers to operate efficiently across borders and adapt to local market requirements, particularly in diverse regions with unique financial and regulatory needs.
- ◆ **Industry Strategy:** ISI Enterprise offers a complete solution for P&C insurers, focusing on integrated policy, claims, billing, and reinsurance modules, allowing insurers to streamline operations, improve compliance, and enhance customer satisfaction with data-driven insights and configurable workflows.
- ◆ **Use Case Support:** ISI Enterprise supports various P&C use cases, including complex claims handling, flexible billing options, automated underwriting, and reinsurance management, along with an intuitive broker/agent portal that enhances policy issuance, client communication, and risk assessment across the insurance lifecycle.

Customer/ User Success Strategy

- ◆ Insurance Systems Inc. ensures customer success with ISI Enterprise by offering a fully integrated, real-time platform that minimizes system complexities and enhances operational efficiency. Dedicated support teams work closely with clients to tailor configurations, streamline workflows, and provide ongoing training, ensuring that ISI Enterprise meets evolving business needs and maximizes user productivity and satisfaction.

Trend Analysis

- ◆ The policy administration system is seeing transformative changes with the rise of operational excellence and digital engagement. Emerging tools and virtual assistants are automating processes and enhancing productivity across business and IT teams. Digital engagement is evolving with personalized user experiences and improved UI/UX, focusing on better accessibility and self-service options. Advanced analytics and AI/ML technologies are driving more effective decision-making and automation of manual tasks, while AI-powered virtual assistants streamline operations by interacting in natural language and managing data.

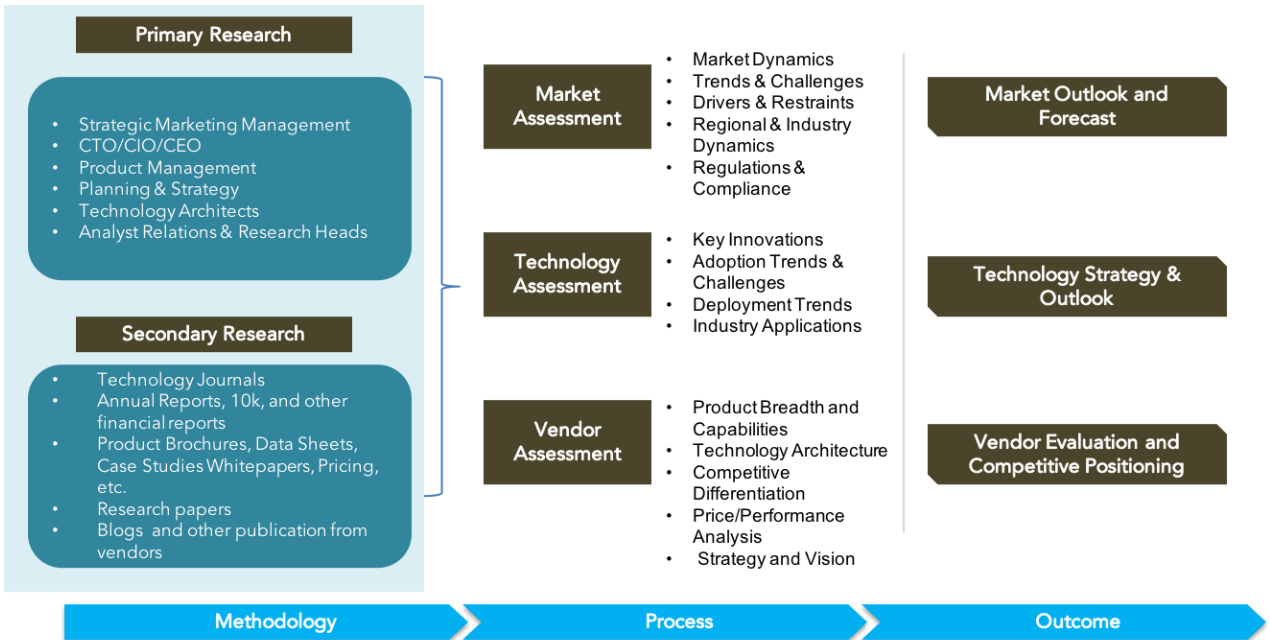
- ◆ ISI Enterprise is advancing to meet industry demands for comprehensive, client-centered workflows, with features like automated task distribution, real-time data access, and rules-based configuration to improve efficiency and compliance. Its integrated analytics and flexible reinsurance capabilities highlight the trend toward data-driven decision-making and adaptable, cross-functional systems, allowing insurers to optimize processes and swiftly introduce new products.

Final Take

- ◆ ISI Enterprise, Insurance Systems Inc's fully integrated P&C suite, supports a comprehensive range of policy, billing, claims, reinsurance, and accounting functions, designed for real-time data access and multi-currency operations. With advanced configuration, automation, and BI capabilities, ISI Enterprise enables insurers to adapt swiftly to market demands, streamlining workflows and enhancing customer service across all lines of business. Users who are looking for a P&C Core Insurance Platform that is easy to use and has a strong customer base in North America and Europe and are offering various use cases in within Insurance industry can choose ISI Enterprise.

Research Methodologies

QKS Group uses a comprehensive approach to conduct global market outlook research for various technologies. QKS' research approach provides our analysts with the most effective framework to identify market and technology trends and helps in formulating meaningful growth strategies for our clients. All the sections of our research report are prepared with a considerable amount of time and thought process before moving on to the next step. The following is a brief description of the major sections of our research methodologies.



Secondary Research

Following are the major sources of information for conducting secondary research:

QKS' Internal Database

QKS Group maintains a proprietary database in several technology marketplaces. This database provides our analyst with an adequate foundation to kick- start the research project. This database includes information from the following sources:

- Annual reports and other financial reports
- Industry participant lists
- Published secondary data on companies and their products.
- Major market and technology trends

Literature Research

QKS Group relies on several magazine subscriptions and other publications that cover a wide range of subjects related to technological research. We also use the extensive library of directories and Journals on various technology domains. Our analysts use blog posts, whitepapers, case studies, and other literature published by major technology vendors, online experts, and industry news publications.

Inputs from Industry Participants

QKS analysts collect relevant documents such as whitepapers, brochures, case studies, price lists, datasheets, and other reports from all major industry participants.

Primary Research

QKS analysts use a two-step process for conducting primary research that helps us in capturing meaningful and most accurate market information. Below is the two-step process of our primary research:

Market Estimation: Based on the top-down and bottom-up approach, our analyst analyses all industry participants to estimate their business in the technology market for various market segments. We also seek information and verification of client business performance as part of our primary research interviews or through a detailed market questionnaire. The QKS research team conducts a detailed analysis of the comments and inputs provided by the industry participants.

Client Interview: QKS analyst team conducts a detailed telephonic interview of all major industry participants to get their perspectives of the current and future market dynamics. Our analyst also gets their first-hand experience with the vendor's product demo to understand their technology capabilities, user experience, product features, and other aspects. Based on the requirements, QKS analysts interview more than one person from each of the market participants to verify the accuracy of the information provided. We typically engage with client personnel in one of the following functions:

- Strategic Marketing Management
- Product Management
- Product Planning
- Planning & Strategy

Feedback from Channel Partners and End Users

QKS research team research with various sales channel partners, including distributors, system integrators, and consultants to understand the detailed perspective of the market. Our analysts also get feedback from end-users from multiple industries and geographical regions to understand key issues, technology trends, and supplier capabilities in the technology market.

SPARK Matrix™:

Strategic Performance Assessment and Ranking

QKS Group's SPARK Matrix™ provides a snapshot of the market positioning of the key market participants. SPARK Matrix™ representation provides a visual representation of market participants and provides strategic insights on how each supplier ranks in comparison to their competitors, concerning various performance parameters based on the category of technology excellence and customer impact.

Final Report Preparation

After finalization of market analysis, our analyst prepares necessary graphs, charts, and table to get further insights and preparation of the final research report. Our final research report includes information including competitive analysis; major market & technology trends; market drivers; vendor profiles, and such others.