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This is an authorized reprint of an excerpt from a Celent report. The reprint was prepared specifically for Majesco but Celent retained full control of the content. For additional information, please contact info@celent.com.

CLAIMS SYSTEMS VENDORS: NORTH AMERICA P&C INSURANCE

2024 XCELENT AWARDS, POWERED BY VENDORMATCH

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EXECUTIVE SUMMARY

This report provides an overview of the claims administration systems available in North America for property-casualty insurance carriers.

This authorized reprint contains material excerpted from a recent Celent report profiling and evaluating 33 different North American property and casualty claims systems. The full report is 335 pages long and provides an overview of their functionality, customer bases, lines of business supported, technology, implementation, pricing, and support. This report was not sponsored by Majesco in any way.

This reprint was prepared specifically for Majesco, but the analysis presented has not been changed from that presented in the full report. For more information on the full report, please contact Celent at info@celent.com.



Advanced Technology 2024

This year's XCelent award winners for Advanced Technology for North America are:

Duck Creek, Guidewire ClaimCenter, and Majesco Claims for P&C



Breadth of Functionality 2024

This year's XCelent award winners for Breadth of Functionality for North America are:

Duck Creek and Guidewire ClaimCenter

INTRODUCTION

Often referred to as the “moment of truth,” the claim represents the fulfillment of the policy’s promise: that customers will be indemnified and made whole after a loss. At the same time, claims are costly – the biggest cost center of insurance, where the most revenue flows out, in the form of the payout to the customer. This means that the costs around claims are often targets for optimization. And it’s in the selection and implementation of the claims administration platform where that optimization begins.

Extended claims cycle time correlates with dissatisfaction with an insurer. All the pressures that drive automation and digitalization elsewhere in the insurance value chain are magnified by the sheer volume of money associated with the claims process. Managing all these factors is asking a lot of a system. Therefore, when selecting a claims system, insurers must tread carefully.

Carriers’ interest in claims is evidenced by Celent’s 2024 Property/Casualty CIO Priorities and Pressures survey, where 36% of respondents noted they were currently replacing, beginning replacement, or making significant enhancements to their core claim system, and a further 21% said they had recently replaced their system.

This report profiles many of the property casualty claims administration systems available in North America today. This report should help insurers define their core systems requirements and, where appropriate, create a shortlist of vendors for evaluation. Expanded claims functionality and improved technology mean that insurers continue to have a wide set of systems and vendors to consider when looking for a solution to fit their needs. Insurers are encouraged to contact the authors of this report through analyst access to learn more about the vendors and solutions.

In addition to this report, two companion reports are being produced that in the past had been rolled into this report. Coming out alongside this one is [“So You Want to Buy A Claims System”](#), which outlines the latest developments in functional and technical capabilities in claim systems, along with a glossary and key components guide.

Later this year, we will introduce our Claims Customer Feedback report. Formerly part of this report in the “ABC” calculation, we decided to separate the customer feedback portion out in order to make these profiles slimmer.

REPORT METHODOLOGY

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

Evaluation Process

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

Each participating vendor completed an online RFI in Celent's VendorMatch/RFX platform. The RFI requested information about the features provided in the solution, the technology and architecture, the current client base, the pricing models, and the vendor itself. RFIs were completed on 33 products for North America.

After completing the RFI, each vendor provided a 60- to 90-minute briefing and demo for Celent focusing on usability and functionality for everyday users, product and rules configurability for IT and system administration users, and the system's overall architecture.

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

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

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

About the Profiles

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

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

Limitations

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

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

A detailed list of vendors profiled in this report is shown in Table 1.

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

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

- Company information
- Product overview
- Specific information about the vendor and the system—including, among others:
 - *Functionality*
 - *Technology*
 - *Implementation and support*
 - *Commercial terms*
 - *Customer base*

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

TECHNICAL CAPABILITY MATRIX AND XCELENT AWARDS

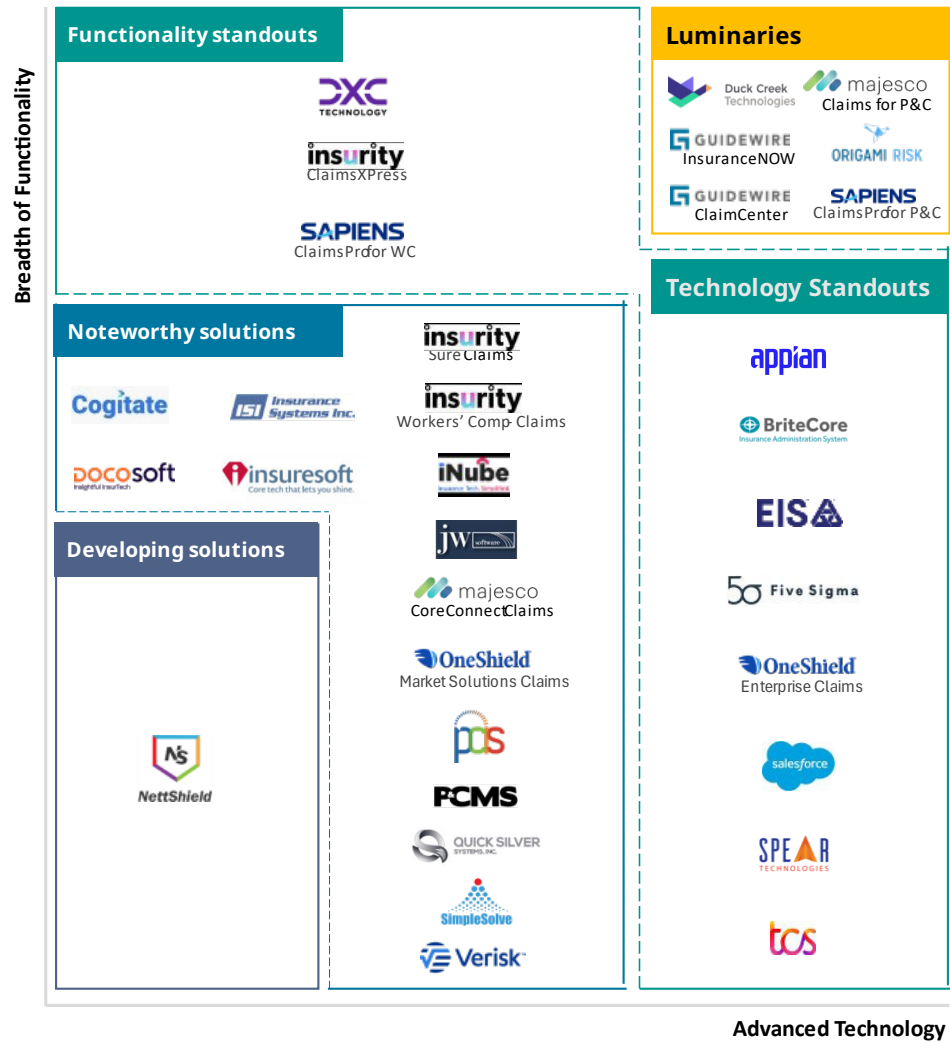
The Celent Technical Capability Matrix

We've placed each solution into one of five categories based on the sophistication and breadth of its technology and functionality. *Solutions are not ranked within the assigned category; they are listed alphabetically.*

The five categories are:

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

Figure 1: Celent Technical Capability Matrix – North America



Source: Celent

XCelent Award Winners

For the best of the best, taking into account not only their prowess in either technology or functionality, but also their customer base and the Celent analyst opinion drawn from their live demo, we once again are awarding the XCelent award. We award an XCelent award to the top performers in Advanced Technology and we also award the top performers in Breadth of Functionality with an XCelentAward. The winners of the XCelent 2024 Awards for Claims Administration Systems for the North American region are:



Advanced Technology 2024

This year's XCelent award winners for Advanced Technology for North America are:

Duck Creek, Guidewire ClaimCenter, and Majesco Claims for P&C



Breadth of Functionality 2024

This year's XCelent award winners for Breadth of Functionality for North America are:

Duck Creek and Guidewire ClaimCenter

PROFILES

MAJESCO: CORECONNECT CLAIMS (FORMERLY KNOWN AS DRC CLAIMS)

Company and Product Snapshot

Table 1: Company Snapshot

Year Founded	1982
Headquarters	Morristown, NJ
Number of Employees	2,000
Revenues (USD)	Confidential
Financial Structure	Privately held
VendorMatch Link	https://www.celent.com/vendormatch/discover/y/solutions/956698383

Source: Vendor RFI

Table 2: Product Snapshot

Name	CoreConnect Claims (formerly named DRC Claims)
Year Originally Released	2012
Current Release and Date of Release	10x/2023
Revenue Derived from the Product	Privately held corporation
R&D Expense	Confidential
FTEs Providing Professional Services for Product	10
Notable Clients	Confidential

Source: Vendor RFI

Celent Opinion

Summary

CoreConnect Claims was formerly known as DRC Claims from the vendor Decision Research Corp, which was acquired by Majesco in 2024. For most P&C companies in the middle market, this is a solid system with a strong support structure from the vendor. The system is lightweight and easy to work with, making it suitable for a variety of coverages and products. However, for companies that like to be hands-on with a lot of configuration, this isn't the best fit. A preintegrated ecosystem is in the pipeline.

Strengths

- The system boasts an updated user interface (UI) that resembles a consumer-facing system rather than one clients use at work. The iconography is current, and the view can be customized for different preferences.
- The system effectively utilizes modernized tagging in notes, making it easier to organize and categorize information.
- The BI section offers drag-and-drop report building, allowing users to create reports with ease. The system includes a chatbot for first notice of loss, streamlining the claims reporting process.

Areas for Improvement

- The payments functionality is lacking compared to other systems, as it does not support bulk payments, lien support, or recurring payments. It also does not have liens functionality, which may be a limitation for certain use cases.
- Configuration capabilities are very limited, focused to areas such as drop-downs, authorities, and user setup.

Functionality

Table 3: Suite Availability

	Availability
Policy Administration	■
Billing	■
Reinsurance	■
Rating Engine	■
Digital Tools	×
Distribution Management	×
Business Intelligence	■
Data Warehouse	✓

Legend: ✓ = Integrated into the Module; ■ = Separate Module available from this vendor; ● = Through another vendor; × = Not available

Source: Vendor RFI

Table 4: Functionality

Category	Function	In Production	Supported But Not in Production	Not Supported
Desktop	User desktop / workbench	●		
	Claims overview	●		
Data Services	Upload ACORD or FNOL			●

Category	Function	In Production	Supported But Not in Production	Not Supported
Documents	Integration and prefill with third party data	●		
	Includes a correspondence and forms library	●		
	Configurable business rules to support	●		
	Includes a content repository and document management	●		
Notes	Includes a notes facility	●		
	Ability to search text within notes and diaries	●		
Supervisory Tools	Escalation based on authority	●		
	Dashboard to manage employee's workload	●		
	Automated underwriter assignment			●
	Out-of-office / vacation rules			●
	Automatic task generation	●		
FNOL/FROI	Ability to consume FNOL from multiple sources	●		
	Supports submission of additional attachments	●		
	Can use party's preferred communication method	●		
	Location-based guidance at time of FNOL			●
Injury Management	Track utilization review and recertification			●
	Can create, document, and track special programs such as return-to-work			●
Claim Investigation	Can display alerts			●
	Can document the case strategy	●		
	Automatic ordering of third party data			●
Reserving	Ability to specify automatic default initial reserves based on business rules			●
	Multiple levels of reserve categories	●		
	Aggregate tracking (erosion of policy limits)	●		
	Deductible tracking			●
Payments	Recurring payments			●
	Multiple pay parties (e.g., garnishments)	●		

Category	Function	In Production	Supported But Not in Production	Not Supported
	Ability to make bulk payments for a single vendor combined in a single disbursement			●
Subrogation and Recoveries	Separate tasks, workflow, diaries, and business rules for subrogated cases			●
Fraud	Workflows specific to fraud and special investigations	●		
Litigation Management	Separate tasks, workflow, diaries, and business rules for litigated cases		●	
Vendor Management	Vendor management tools	●		
Reinsurance	Manually tag a claim when reinsurance applies		●	
	Automatically identify claims subject to reinsurance			●
Catastrophe	Ability to define catastrophes	●		
	Automatic identification of cat claims			●
TPA	Ability to track hours/activities			●
	Ability to manage different fee schedules			●
Support for Lloyds Claims Processes	Support for the Electronic Claims File (ECF2)			●
	Support for ECF Write Back			●

● = Available out of the box	● = Configurable through a scripting language/coding	● = Under development / on road map
● = Configurable using simple tools for business user	● = Available with integration to a third party solution	● = Could develop, would be considered customization
● = Configurable using simple tools for IT user	● = Available with integration to a separate module provided by this vendor	● = Not available / not applicable

Source: Vendor RFI

Lines of Business Supported

Table 5: Lines of Business Supported

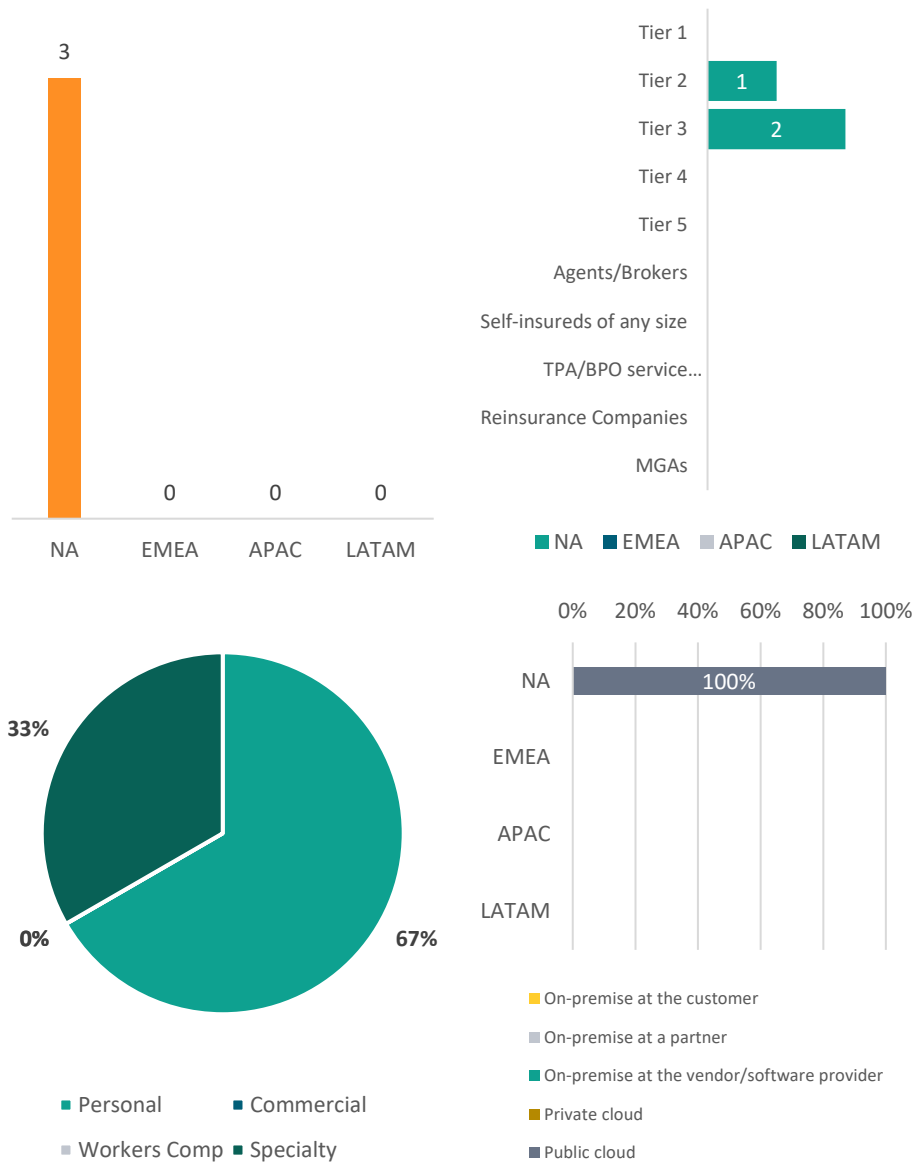
Line of Business	NA	EMEA	APAC	LATAM
Personal Auto	✓	✗	✗	✗
Homeowners / Home	✓	✗	✗	✗
Renters / Contents	✓	✗	✗	✗
Umbrella	✓	✗	✗	✗
Commercial Auto	✓	✗	✗	✗
Commercial Property	✓	✗	✗	✗
Commercial Liability	☐	✗	✗	✗
Workers' Compensation	✓	✗	✗	✗
Medical Professional Liability	☐	✗	✗	✗
Other Professional Liability	✓	✗	✗	✗
Business Owners Policy (BOP)	✓	✗	✗	✗
Surety & Fidelity	☐	✗	✗	✗
Excess Policies	☐	✗	✗	✗
Directors and Officers Liability	✓	✗	✗	✗

Legend: ✓ = In production; ☐ = Supported but not in production; ✗ = Not supported

Source: Vendor RFI

Customer Base

Table 6: Client Base by Size and Deployment Option (Global)



Source: Vendor RFI

Table 7: Implementations by Country

Region	Countries
North America	United States
Europe	
Middle East	
Africa	
Asia-Pacific	
Central America	
South America	
Caribbean	

Source: Vendor RFI

Technology

Table 8: Technology Options

Technology Options	Responses
Code Base	.Net: 90%; JavaScript: 5%; Other: 5%
Integration Methods	Web services; XML (not through web services); HTTP; RESTful HTTP-style services; JSON format; MQSeries/JMS/Similar queue technology; Custom APIs
API Details	<ul style="list-style-type: none"> ✓ The API is documented ✓ External systems can trigger an event in the system, which can be responded to by a workflow or business rules system ✗ API management supports local or global standards, such as ACORD application creation and rendering ✓ API sample codes are available to clients ✓ API developer portal is available for support and descriptions ✓ API testing portal and the ability to use scripts on website is available ✓ The system allows API publishing in SOAP, REST, JSON, and XML-style services as APIs ✓ API version management is available ✓ Access to the APIs is managed, and use of APIs tracked by developers ✗ Training in extending the system is offered

Legend: ✓ = Available; ✗ = Not available

Source: Vendor RFI

Table 9: SaaS Capabilities

Elements	Availability
Support a multi-tenant architecture	X
Type of effort required to update the solution	Evergreen – Client chooses when to upgrade
Cadence of upgrades for multi-tenant deployments	N/A
Deployment approach supports elasticity	Yes, automatically
Current APIs-related strategy	Preconnected cloud environment (fully connected and ready to use)
Ability of the deployment model to leverage a serverless approach	✓
Ability to enable independent services (microservices)	✓
Proportion of the system architected as microservices	Under 25%
Support automation of development and deployment processes (DevOps)	✓
Ability to run and deploy under containers to improve the application deployment	✓
Need for containerization to run in a cloud	X
Ability of the system’s functions and capabilities to be distributed among a private cloud and a public cloud	✓

Legend: ✓ = Yes x = No

Source: Vendor RFI

Table 10: Change Tooling and Upgrades

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

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

Source: Vendor RFI

Table 11: Public Cloud Options

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

Legend: ✓ = In production; ☐ = Supported but not in production; ✗ = Not supported

Source: Vendor RFI

Partnerships

Table 12: Implementation and Support

Type of Partnership	Partner Vendor
System Integrators	Softelligence, Norima Consulting, LTI, Mindtree
Fintech Partners	None disclosed

Source: Vendor RFI

Implementation, Support, and Pricing

Table 13: Implementation, Support, and Pricing

Typical Implementation Team Size	1 to 5
Resource Breakdown	North America: Client, 80%; Vendor, 20%
Location of Employees	Majesco has 10 employees in North America supporting this product.
Average Time to Implementation	<u>Initial Implementation:</u> 1 to 3 months <u>2nd and subsequent line of business:</u> 1 to 3 months <u>2nd and subsequent states/jurisdictions:</u> 1 to 3 months
Pricing Models	Enterprise license, Subscription-based license

Source: Vendor RFI

MAJESCO: MAJESCO CLAIMS FOR P&C



Advanced Technology 2024

Company and Product Snapshot

Table 14: Company Snapshot

Year Founded	1982
Headquarters	New Jersey
Number of Employees	2,000
Revenues (USD)	Confidential
Financial Structure	Private
VendorMatch Link	https://www.celent.com/vendormatch/discover/solutions/338056401

Source: Vendor RFI

Table 15: Product Snapshot

Name	Majesco Claims for P&C
Year Originally Released	1992
Current Release and Date of Release	Fall 2023/2023
Revenue Derived from the Product	Confidential
R&D Expense	Confidential
FTEs Providing Professional Services for Product	200
Notable Clients	Stillwater, Foresight, Hereford

Source: Vendor RFI

Celent Opinion

Summary

The solution has been in production in many insurers of all sizes within the North American market. However, as Majesco Claims for P&C offers a robust and feature-rich claims module system that is available as stand-alone module as well as part of an end-to-end core insurance platform, it is a compelling offering not only for insurers in North America, but for insurers in other regions as well.

Strengths

- The solution has a clean and informative user interface (UI) with a well-organized and visually appealing design. The navigation features are user-friendly, with a universal search bar and the ability to apply filters for customization. Notifications and help features are well-implemented, with a notification icon and a comprehensive help tool with instructions and screenshots.
- Configurability is another area where Majesco Claims for P&C excels. The system provides no/low-code tools that allow users to configure the UI, object models, and easy tools to manage APIs. Furthermore, recent improvements have introduced a visual-based Workflow with drag-and-drop feature, which is an improvement from the last time they reviewed the solution. In addition, the Claims Workbench presents relevant information in a configurable, pod-like structure.
- Although this is a relatively new product, it holds up well to more mature products due to its comprehensive capabilities. It provides managers with control over staff, allowing them to visualize workloads and easily assign tasks. The system also automates tasks to streamline processes. It has strong capabilities for managing catastrophe claims, reserves, litigation, negotiation, and various types of payments. AI is applied for fraud detection and subrogation.
- This product already has GenAI capabilities available out of the box. Recent updates have introduced new features like Co-Pilot, a tool with generative AI capabilities, and Intelligent Core Analytics, such as the ability to use GenAI to subrogation by scanning adjuster notes to identify subrogation opportunities.

Areas for Improvement

- US insurers focusing on workers’ comp will benefit from integration with ODG with orchestration across the processes.
- Majesco has been focusing on increasing the proportion of the system architected as microservices. This will create more flexibility for insurers.

Functionality

Table 16: Suite Availability

	Availability
Policy Administration	✓
Billing	✓
Reinsurance	●
Rating Engine	✓
Digital Tools	✓

Distribution Management	✗
Business Intelligence	✓
Data Warehouse	✓
<i>Legend:</i> ✓ = Integrated into the Module; ■ = Separate Module available from this vendor; ● = Through another vendor; ✗ = Not available	
Source: Vendor RFI	

Table 17: Functionality

Category	Function	In Production	Supported But Not in Production	Not Supported
Desktop	User desktop / workbench	●		
	Claims overview	●		
Data Services	Upload ACORD or FNOL			●
	Integration and prefill with third party data			●
Documents	Includes a correspondence and forms library	●		
	Configurable business rules to support	●		
	Includes a content repository and document management	●		
Notes	Includes a notes facility	●		
	Ability to search text within notes and diaries	●		
Supervisory Tools	Escalation based on authority	●		
	Dashboard to manage employee’s workload	●		
	Automated underwriter assignment	●		
	Out-of-office / vacation rules	●		
	Automatic task generation	●		
FNOL/FROI	Ability to consume FNOL from multiple sources	●		
	Supports submission of additional attachments	●		
	Can use party’s preferred communication method	●		
	Location-based guidance at time of FNOL	●		
Injury Management	Track utilization review and recertification		●	
	Can create, document, and track special programs such as return-to-work		●	
Claim Investigation	Can display alerts	●		
	Can document the case strategy			●

Category	Function	In Production	Supported But Not in Production	Not Supported
	Automatic ordering of third party data	●		
Reserving	Ability to specify automatic default initial reserves based on business rules	●		
	Multiple levels of reserve categories		●	
	Aggregate tracking (erosion of policy limits)			●
	Deductible tracking	●		
Payments	Recurring payments		●	
	Multiple pay parties (e.g., garnishments)	●		
	Ability to make bulk payments for a single vendor combined in a single disbursement	●		
Subrogation and Recoveries	Separate tasks, workflow, diaries, and business rules for subrogated cases	●		
Fraud	Workflows specific to fraud and special investigations	●		
Litigation Management	Separate tasks, workflow, diaries, and business rules for litigated cases	●		
Vendor Management	Vendor management tools	●		
Reinsurance	Manually tag a claim when reinsurance applies		●	
	Automatically identify claims subject to reinsurance		●	
Catastrophe	Ability to define catastrophes	●		
	Automatic identification of cat claims	●		
TPA	Ability to track hours/activities			●
	Ability to manage different fee schedules			●
Support for Lloyds Claims Processes	Support for the Electronic Claims File (ECF2)			●
	Support for ECF Write Back			●

● = Available out of the box	● = Configurable through a scripting language/coding	● = Under development / on road map
● = Configurable using simple tools for business user	● = Available with integration to a third party solution	● = Could develop, would be considered customization
● = Configurable using simple tools for IT user	● = Available with integration to a separate module provided by this vendor	● = Not available / not applicable

Source: Vendor RFI

Lines of Business Supported

Table 18: Lines of Business Supported

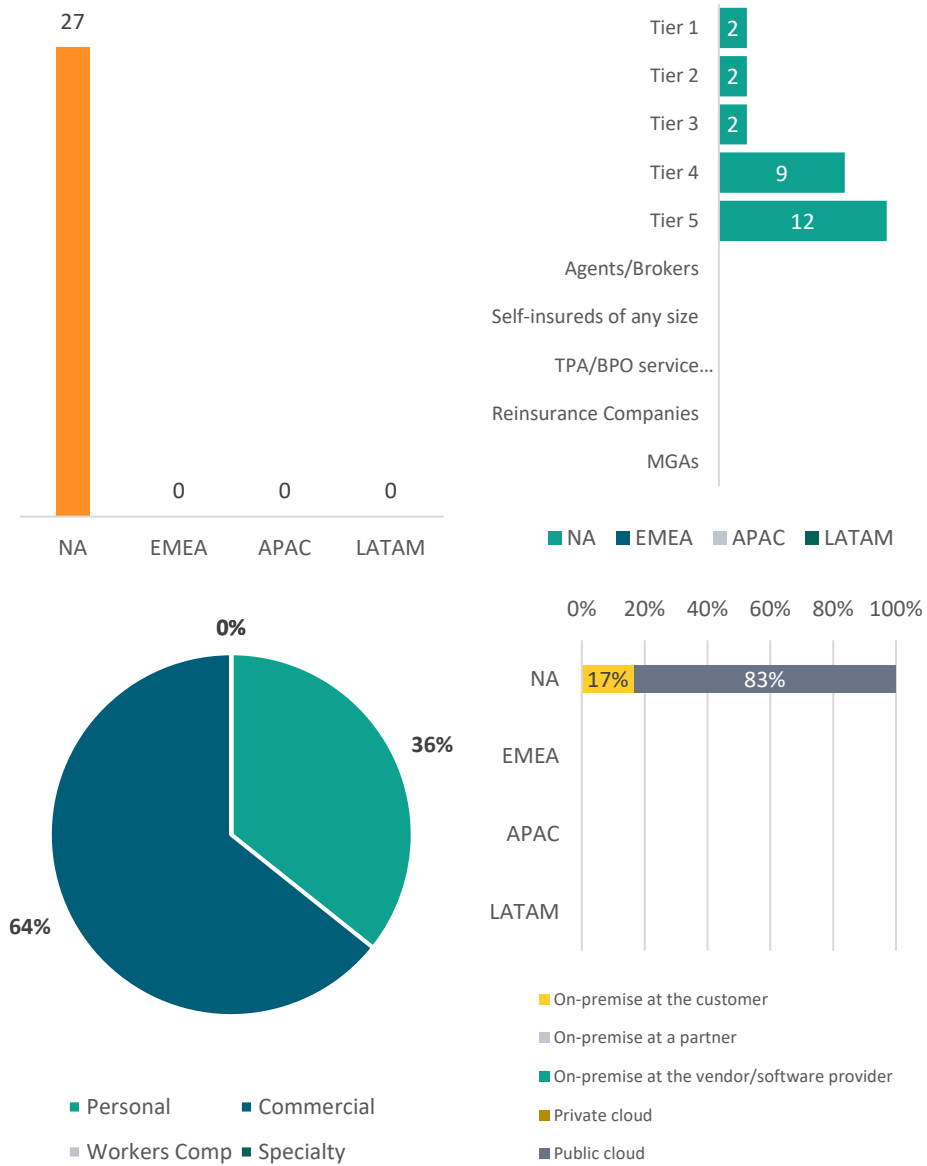
Line of Business	NA	EMEA	APAC	LATAM
Personal Auto	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Homeowners / Home	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Renters / Contents	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Umbrella	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Commercial Auto	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Commercial Property	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Commercial Liability	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workers' Compensation	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical Professional Liability	✗	✗	✗	✗
Other Professional Liability	✗	✗	✗	✗
Business Owners Policy (BOP)	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Surety & Fidelity	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Excess Policies	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Directors and Officers Liability	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Legend: ✓ = In production; = Supported but not in production; ✗ = Not supported

Source: Vendor RFI

Customer Base

Table 19: Client Base by Size and Deployment Option (Global)



Source: Vendor RFI

Table 20: Implementations by Country

Region	Countries
North America	United States
Europe	
Middle East	
Africa	
Asia-Pacific	
Central America	
South America	
Caribbean	

Source: Vendor RFI

Technology

Table 21: Technology Options

Technology Options	Responses
Code Base	Java: 90%; JavaScript: 10%
Integration Methods	Web services; JSON format; MQSeries/JMS/Similar queue technology; Custom APIs; Flat files
API Details	<ul style="list-style-type: none"> ✓ The API is documented ✓ External systems can trigger an event in the system, which can be responded to by a workflow or business rules system ✓ API management supports local or global standards, such as ACORD application creation and rendering ✓ API sample codes are available to clients ✓ API developer portal is available for support and descriptions ✗ API testing portal and the ability to use scripts on website is available ✓ The system allows API publishing in SOAP, REST, JSON, and XML-style services as APIs ✓ API version management is available ✗ Access to the APIs is managed, and use of APIs tracked by developers ✓ Training in extending the system is offered

Legend: ✓ = Available; □ = Not available

Source: Vendor RFI

Table 22: SaaS Capabilities

Elements	Availability
Support a multi-tenant architecture	✗
Type of effort required to update the solution	Project-based with expert professional services
Cadence of upgrades for multi-tenant deployments	✗
Deployment approach supports elasticity	Yes, automatically
Current APIs-related strategy	Preconnected cloud environment (fully connected and ready to use)
Ability of the deployment model to leverage a serverless approach	✗
Ability to enable independent services (microservices)	✓
Proportion of the system architected as microservices	25% to 50%
Support automation of development and deployment processes (DevOps)	✓
Ability to run and deploy under containers to improve the application deployment	✓
Need for containerization to run in a cloud	✗
Ability of the system’s functions and capabilities to be distributed among a private cloud and a public cloud	✓

Legend: ✓ = Yes ✗ = No

Source: Vendor RFI

Table 23: Change Tooling and Upgrades

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

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

Source: Vendor RFI

Table 24: Public Cloud Options

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

Legend: ✓ = In production; ☐ = Supported but not in production; ✗ = Not supported

Source: Vendor RFI

Partnerships

Table 25: Implementation and Support

Type of Partnership	Partner Vendor
System Integrators	Majesco has strategic partnerships with IBM, Deloitte, Capgemini, PwC, KPMG, EY, and other system integration partners for implementation of Majesco’s core solutions. Resources from their strategic implementation partners are trained and certified on Majesco solutions.
Fintech Partners	Majesco has fintech partnerships with a number of vendors including Verisk, Xactanalysis, One Inc, Transcard, MeData, and FIS. Majesco has a partner exchange. Details of partners can be accessed here: https://ecoexchange.digital1st.io/eco-apps/store

Source: Vendor RFI

Implementation, Support, and Pricing

Table 26: Implementation, Support, and Pricing

Typical Implementation Team Size	6 to 10
Resource Breakdown	Vendor: 75%; Client: 25%; Third party: 0%
Location of Employees	Majesco has 170 employees in North America, 10 employees in EMEA, 10 employees in Asia Pacific, 10 employees in Latin America
Average Time to Implementation	<u>Initial Implementation:</u> 4 to 6 months <u>2nd and subsequent line of business:</u> 1 to 3 months <u>2nd and subsequent states/jurisdictions:</u> 1 to 3 months
Pricing Models	Term license, Enterprise license, Subscription-based license, Other
Source: Vendor RFI	

CONCLUDING THOUGHTS

For Insurers

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

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

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

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

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

For Vendors

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

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

Celent recommends vendors differentiate themselves by:

- Focusing on improving usability for both new and experienced users and managers.
- Emphasizing ease of use.

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

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Typical projects we support include:

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

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Support for Vendors

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