Everest Group®

Everest Group Insurance Intermediaries Operations PEAK Matrix® Assessment 2026

Focus on Resource Pro
October 2026

PEAK MATRIX®

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Introduction

Intermediaries are shifting from capacity-led operations to AI-enabled, domain-led operating models that improve speed-to-market, control, and scalability.

The insurance intermediaries operations market is entering a new transformation cycle. Broker consolidation, MGA/MGU expansion, margin pressure, talent constraints, and regulatory scrutiny are accelerating the need for modernization. Fragmented Agency Management Systems (AMS), Broker Management Systems (BMS), and Policy Administration Systems (PAS) environments add further complexity. In response, intermediaries are modernizing distribution, placement, policy servicing, accounting, compliance, and claims support.

At the same time, AI-led submission intake, document extraction, placement intelligence, policy checking, bordereaux automation, commission reconciliation, and delegated-authority oversight are moving from isolated point solutions toward broader workflow orchestration. However, enterprise-scale adoption continues to depend on clean data, standardized workflows, technology integration, governance, and expert-in-the-loop operating models.

Everest Group's Insurance Intermediaries Operations PEAK Matrix® Assessment 2026 evaluates service providers on their ability to combine insurance-domain expertise, scalable operations delivery, technology modernization, data capabilities, automation, and agentic AI to help intermediaries improve quote-to-bind velocity, service quality, compliance, operational efficiency, and business outcomes.

The full report includes the profiles of the following 18 leading insurance intermediaries operations providers featured on the Insurance Intermediaries Operations PEAK Matrix® Assessment 2026:

- **Leaders:** Capgemini, Cognizant, Genpact, Resource Pro, Sutherland, and Xceedance
- **Major Contenders:** Coforge, Cogneesol, EXL, FBSPL, Happiest Minds, OIP Insurtech, Patra Corp, and TCS
- **Aspirants:** Selectsys, Solartis, Staff Boom, and WeSage

Scope of this report

Geography: global

Industry: insurance intermediaries operations market

Services: The report covers insurance intermediaries operations Business Process Services (BPS) and does not cover horizontal business processes, such as Finance and Accounting (F&A), Human Resource (HR), procurement, and contact center.

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Scope of the evaluation

This report evaluates provider performance across insurance intermediaries operations

Focus of the research



P&C insurance

- Property
- Casualty
- Specialty insurance
- Personal and commercial lines



L&A insurance

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



Reinsurance

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

There are multiple operating-model alternatives, ranging from internal shared services / Global In-house Centers (GICs) to third-party outsourcing. This report focuses primarily on third-party models.

This report covers insurance fraud outsourcing within the insurance space. It does not include coverage of horizontal business processes such as F&A, HR, procurement, and contact center.

Health insurance BPS is not covered in this report.

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Insurance intermediaries operations services PEAK Matrix® characteristics

Leaders

Capgemini, Cognizant, Genpact, Resource Pro, Sutherland, and Xceedance

- Leaders combine strong market adoption, scaled delivery, and deep intermediary expertise across brokers, agencies, and MGAs/MGUs, with coverage spanning submissions and placement, policy servicing, delegated authority, technical accounting, and compliance
- The cohort includes both scaled transformation providers and insurance-native specialists; differentiation comes from mature workflow IP, post-M&A integration capabilities, regulated talent, and growing production adoption of AI with human oversight and outcome-linked delivery models

Major Contenders

Coforge, Cogneesol, EXL, FBSPL, Happiest Minds, OIP Insurtech, Patra Corp, and TCS

- Major Contenders demonstrate credible capabilities in selected segments, geographies, or workflows, including large broker transformation, MGA/MGU operations, retail agency servicing, and digital engineering; however, their market scale, portfolio breadth, or delivery footprint is less consistent than that of Leaders
- Most are investing in document intelligence, workflow automation, analytics, and agentic AI, but adoption is often concentrated in select clients, pilots, or partner-enabled offerings; scaling reusable IP, production proof-points, and outcome delivery remains the next priority

Aspirants

Selectsys, Solartis, Staff Boom, and WeSage

- Aspirants address narrower entry points such as staffing and back-office support, policy-administration technology, or selected servicing workflows, with relatively limited client scale, process breadth, and geographic reach
- Their propositions emphasize flexibility, cost efficiency, and focused domain or platform capabilities; however, they need to strengthen insurance talent, ecosystem partnerships, end-to-end workflow coverage, and production-ready automation to gain broader market traction

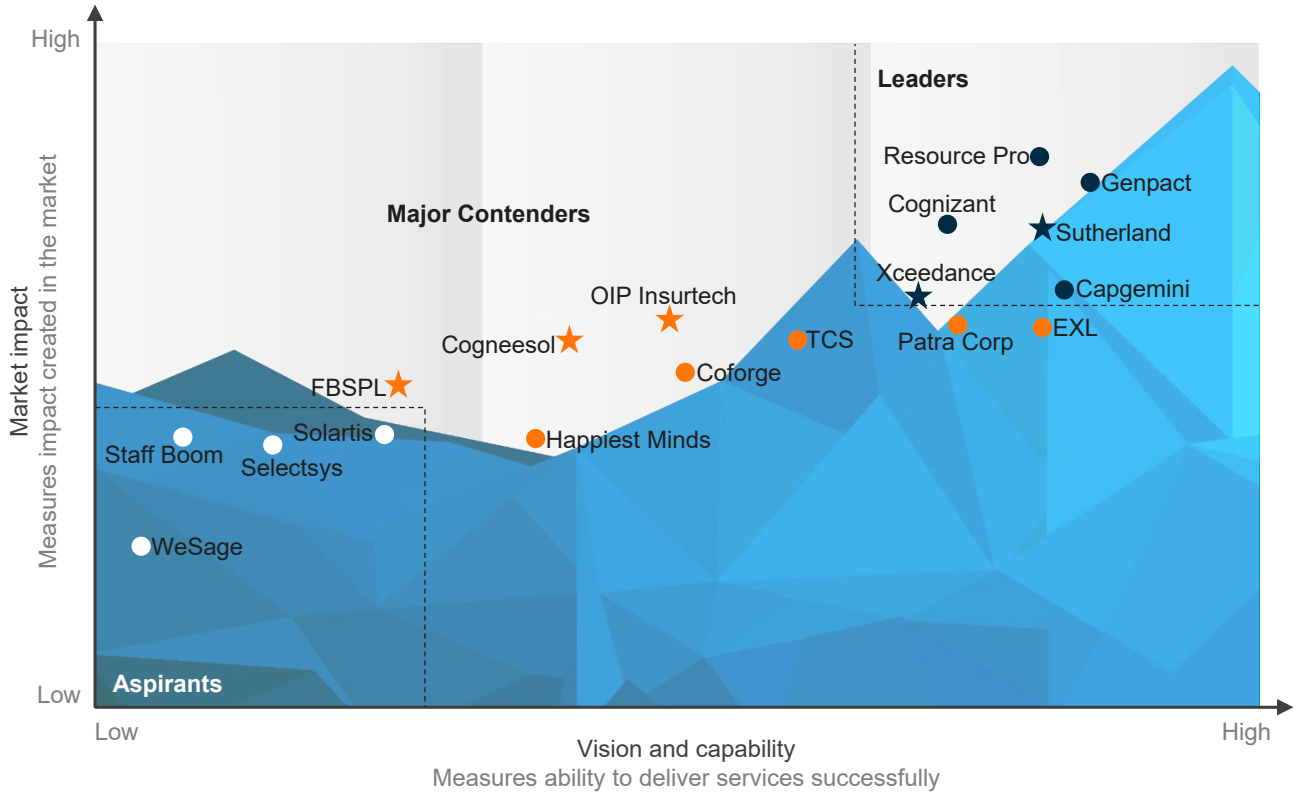
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Everest Group PEAK Matrix®

Insurance Intermediaries Operations PEAK Matrix® Assessment 2026 | Resource Pro is positioned as a Leader

Everest Group Insurance Intermediaries Operations PEAK Matrix® Assessment 2026[1,2,3]

- Leaders
- Major Contenders
- Aspirants
- ☆ Star Performers



1 Assessments for Coforge, Selectsys, Solartis, Staff Boom, and WeSage exclude provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group's interactions with insurance buyers
2 The analysis of Capgemini reflects the combined capabilities of Capgemini and WNS following the completion of the acquisition
3 The assessments of EXL and Xceedance are based on information gathered through provider briefings only
Source: Everest Group (2026)

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Resource Pro

Everest Group assessment – Leader

Measure of capability: Low High

Market impact				Vision and capability				
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
								

Strengths

- ReSource Pro has one of the broadest intermediary operations franchises, with scaled broker and agency delivery and a meaningful MGA/MGU presence
- Acquisitions including Propellant, Insurance Licensing Services of America (ILSA), Supportive Insurance Services, and Lowry & Associates have expanded its scope into technology services, data migration, compliance, premium audit, and loss survey
- Its capabilities in licensing, surplus lines, Excess and Surplus (E&S) taxes and fees, certificate compliance, and regulatory operations provide differentiated depth in control-intensive intermediary workflows
- Its M&A integration suite supports workflow standardization, platform consolidation, and post-acquisition operating leverage for consolidators and acquisitive brokers

Limitations

- The business remains predominantly North America-focused, with limited scaled relevance in the UK/Lloyd's, Continental Europe, and APAC
- Its portfolio is stronger in servicing, compliance, and operational execution than in claims, distribution management, and front-office transformation
- Client-visible AI adoption remains uneven, while buyer feedback indicates scope to strengthen automation-led solutioning and talent continuity in complex engagements

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Market trends

Insurance intermediaries are modernizing fragmented, document-heavy operations as consolidation, MGA growth, talent pressure, and AI reshape the market

Market size and growth

- Total insurance intermediaries operations services market size is estimated to be ~US$1.2-1.4 billion for the calendar year 2025
- Everest Group estimates the total insurance intermediaries operations services market to grow at a CAGR of ~12-14% over 2024-26
- Broker consolidation, MGA/MGU expansion, talent constraints, margin pressure, and regulatory scrutiny are reshaping the global insurance intermediaries operations market
- Intermediaries are modernizing fragmented operating models and scaling AI-enabled workflows across distribution, placement, servicing, accounting, compliance, and delegated-authority operations

Key drivers for insurance intermediaries operations

Broker consolidation and post-acquisition complexity	Need to standardize AMS/BMS/PAS platforms, data, reporting, and post-acquisition operating models
MGA/MGU and delegated-authority growth	Growing demand for underwriting support, binder administration, bordereaux, compliance, audits, and exposure management
Speed as a competitive advantage	Faster submission triage, quote preparation, appetite matching, carrier follow-ups, and quote-to-bind workflows are becoming critical to improving placement outcomes.
Talent and capacity constraints	Aging insurance talent and seasonal volume spikes are increasing demand for scalable delivery, flexible staffing, and expert-in-the-loop automation.

Opportunities and challenges

Platform rationalization	Support data migration, AMS/BMS/PAS integration, reporting harmonization, and single version of truth
Compliance complexity	Complex regulatory, delegated authority, sanctions, and reporting requirements demand specialist expertise and strong operational controls.
AI-led transformation	Improve productivity, turnaround time, first-time-right, policy checking, and Errors and Omissions (E&O) risk management
Workflow orchestration	Move from task-level BPS to connected placement, policy servicing, compliance, and claims-support workflows
Responsible AI scaling	Fragmented data, exceptions, auditability, explainability, and human oversight remain key adoption barriers.

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Provider landscape analysis

Market share remains concentrated among a few scaled providers. However, smaller specialists are growing rapidly

Market share analysis of providers[1]

2025; percentage of overall market of US$1.2-1.4 billion



Provider market share by YoY growth[1]

2024-25; increase in percentage of revenue



1 Providers are listed alphabetically within each range

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Key buyer considerations

Buyers are prioritizing providers that combine intermediary domain depth, scalable delivery, ecosystem integration, and AI-led workflow modernization

Key sourcing criteria

High

Priority

Low



Intermediary domain expertise and workflow fit

Proven depth across broker, agent, and MGA/MGU operations, especially submissions, placement, servicing, delegated authority, and insurance accounting



Implementation and ecosystem integration

Ability to connect fragmented AMS/BMS/PAS, Customer Relationship Management (CRM), mailboxes, and carrier portals while harmonizing data, Standard Operating Procedures (SOPs), and controls



Technology and AI maturity

Production-ready automation for submission intake, policy checking, Certificate of Insurance (CoI), bordereaux, and reconciliation, with human review and audit trails



Scalability and talent flexibility

Insurance-trained and licensed talent models that can flex for seasonality, specialty complexity, and acquisition-led growth



Commercial and governance alignment

Models linked to turnaround time, quality, producer capacity, and cost-to-serve, with clear ownership of compliance and change

Summary analysis

Intermediaries are shifting from capacity-led outsourcing toward partnerships that improve quote-to-bind speed, producer productivity, servicing consistency, and delegated-authority control.

Requirements vary by buyer type. Brokers emphasize post-M&A integration and placement execution; agencies seek flexible servicing capacity and practical automation; MGAs/MGUs prioritize underwriting support, bordereaux discipline, and authority oversight.

Cost remains relevant, but buyers are balancing price with implementation speed, quality and E&O controls, and the ability to scale without disrupting client and carrier relationships.

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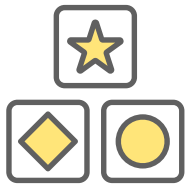
Key takeaways for buyers

Insurance intermediaries should rethink sourcing from a capacity-led model to a workflow-led, outcome-oriented partnership. Success depends on domain depth, production-ready AI, flexible scale, and accountability for placement speed and control.



Match provider type to the operating need

Use scaled providers for integration and transformation, insurance specialists for workflow depth, and digital specialists for targeted AI and platform engineering



Link commercial models to scale and control

Tie incentives to defined operating outcomes while preserving flexibility for acquisitions, volume peaks, delegated-authority obligations, and regulatory change



Gauge AI readiness through production impact

Assess live deployments, integration, human review, and auditability; measure quote-ready turnaround, accuracy, producer capacity, E&O exposure, and cost-to-serve

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Appendix

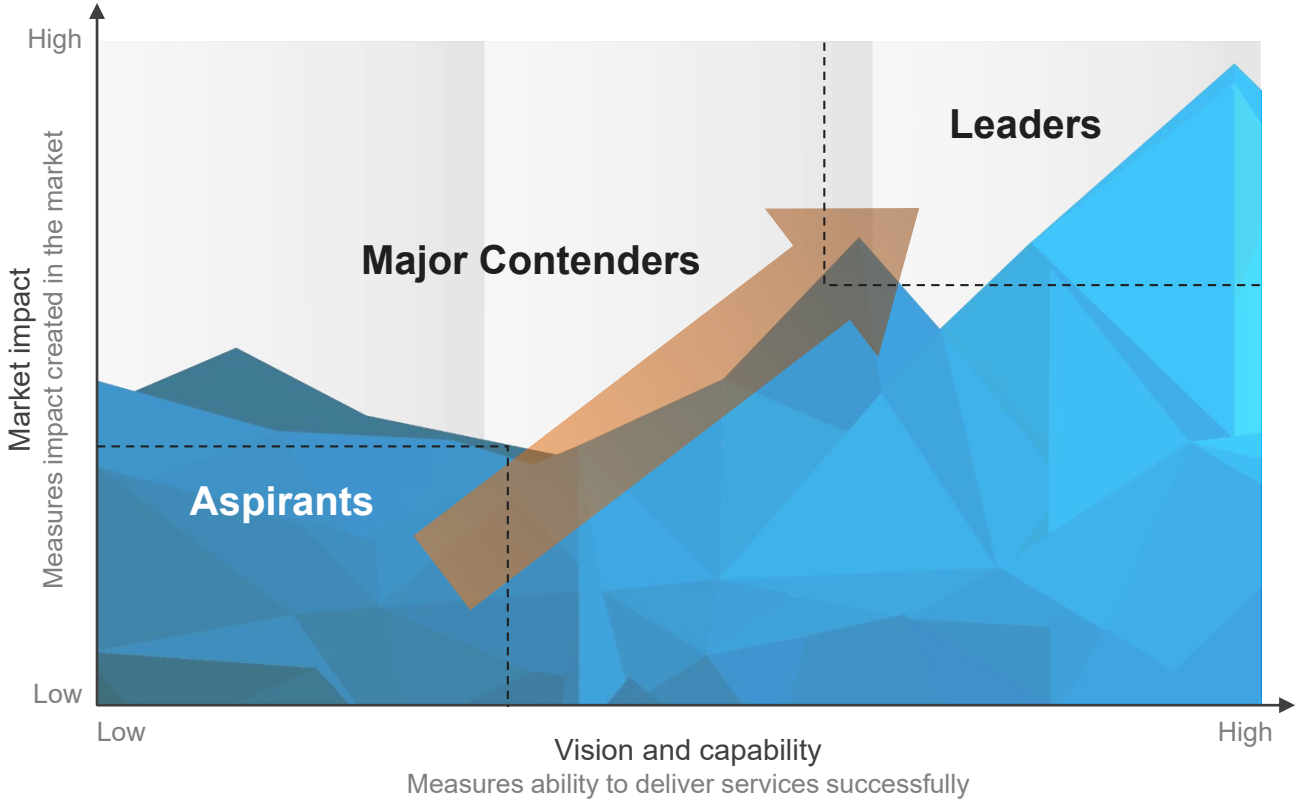
PEAK Matrix® framework

FAQs

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

Everest Group PEAK Matrix



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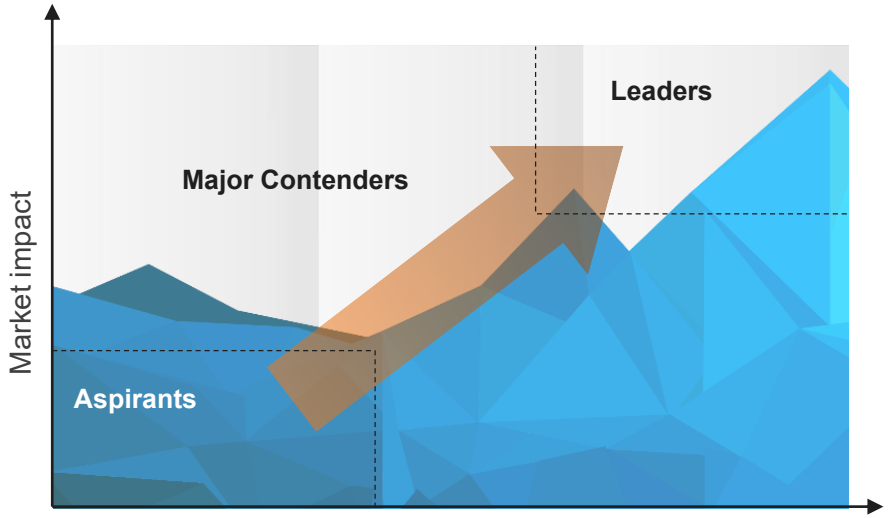
Services PEAK Matrix® evaluation dimensions

Measures impact created in the market – captured through three subdimensions

Market adoption
Number of clients, revenue base, YoY growth, and deal value/volume

Portfolio mix
Diversity of client/revenue base across geographies and type of engagements

Value delivered
Value delivered to the client based on customer feedback and transformational impact



Measures ability to deliver services successfully. This is captured through four subdimensions

Vision and strategy
Vision for the client and itself; future roadmap and strategy

Scope of services offered
Depth and breadth of services portfolio across service subsegments/processes

Innovation and investments
Innovation and investment in the enabling areas, e.g., technology IP, industry/domain knowledge, innovative commercial constructs, alliances, M&A, etc.

Delivery footprint
Delivery footprint and global sourcing mix

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FAQs

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

A: Everest Group's PEAK Matrix assessment takes an unbiased and fact-based approach that leverages provider / technology vendor RFIs and Everest Group's proprietary databases containing providers' deals and operational capability information. In addition, we validate/fine-tune these results based on our market experience, buyer interaction, and provider/vendor briefings.

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

A: No. The PEAK Matrix highlights and positions only the best-in-class providers / technology vendors in a particular space. There are a number of providers from the broader universe that are assessed and do not make it to the PEAK Matrix at all. Therefore, being represented on the PEAK Matrix is itself a favorable recognition.

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

A: A PEAK Matrix positioning is only one aspect of Everest Group's overall assessment. In addition to assigning a Leader, Major Contender, or Aspirant label, Everest Group highlights the distinctive capabilities and unique attributes of all the providers assessed on the PEAK Matrix. The detailed metric-level assessment and associated commentary are helpful for buyers in selecting providers/vendors for their specific requirements. They also help providers/vendors demonstrate their strengths in specific areas.

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

A: Enterprise participants receive summary of key findings from the PEAK Matrix assessment

For providers

- The RFI process is a vital way to help us keep current on capabilities; it forms the basis for our database – without participation, it is difficult to effectively match capabilities to buyer inquiries
- In addition, it helps the provider/vendor organization gain brand visibility through being in included in our research reports

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

A: Providers/vendors can use their PEAK Matrix positioning or Star Performer rating in multiple ways including:

- Issue a press release declaring positioning; see our citation policies
- Purchase a customized PEAK Matrix profile for circulation with clients, prospects, etc. The package includes the profile as well as quotes from Everest Group analysts, which can be used in PR
- Use PEAK Matrix badges for branding across communications (e-mail signatures, marketing brochures, credential packs, client presentations, etc.)

The provider must obtain the requisite licensing and distribution rights for the above activities through an agreement with Everest Group; please contact your CD or contact us

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

A: PEAK Matrix assessments are designed to serve enterprises' current and future needs. Given the dynamic nature of the global services market and rampant disruption, the assessment criteria are realigned as and when needed to reflect the current market reality and to serve enterprises' future expectations.

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