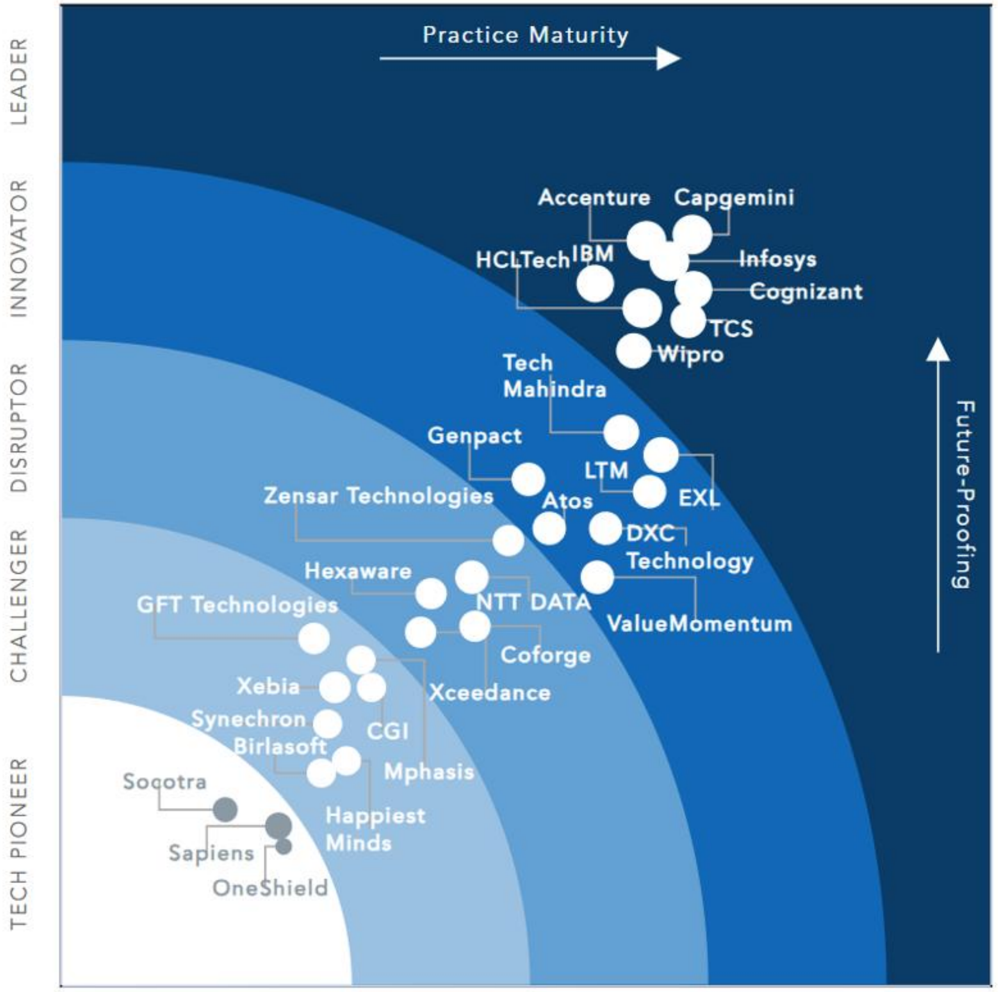
Property and Casualty Insurance Digital Services 2026 RadarView™

Service provider profile

May 2026

Avasant recognizes 30 top-tier service providers supporting the P&C insurance industry in digital transformation



Bubble size indicates Innovation Index

AVASANT

Capgemini: RadarView profile

Capgemini

AVASANT RADARVIEW™
LEADER
Property and Casualty Insurance Digital Services 2026

Practice maturity ★★★★★

Future-proofing ★★★★★

Addresses the digital needs of P&C insurers through its global delivery network and robust practice size. Has made strategic acquisitions such as WNS to strengthen domain capabilities.

Practice overview

- Practice size: 36,000
- Active clients: N/A
- Delivery highlights: Over 35 delivery centers catering insurance clients

400+	300+
Clients in insurance across 35 markets	Digital accelerators addressing the insurance value chain

Industry-specific solutions/offerings

IntelliAI	A Gen AI-enabled accelerator that helps insurers with data profiling and mapping
UW Assist	A Gen AI-powered solution for addressing underwriting queries for insurers
Intelligent Location	A solution to collect external data and risk indicators, enabling near real-time risk assessment
AgentX	A Gen AI-enabled solution for enhancing the customer care experience for insurers

Sample clients

- A global insurer
- A malpractice insurance carrier
- A North American global insurer
- A regional auto insurer
- A US-based insurer
- A US-based speciality insurer
- An insurance carrier
- USAA
- Zurich Group

Partnerships/alliances

Microsoft	Leveraged its Azure solutions to help in decision-making for P&C insurance underwriters	majesco	Partnered to optimize core operations including claims and underwriting for P&C insurers
Duck Creek Technologies	Delivered analytics-led workflows and experience solutions to drive premium growth for P&C insurers	PEGA	Collaborated to deliver underwriting modernization services to insurers
GUIDEWIRE	Helped P&C insurance clients migrate to Guidewire Cloud to modernize their operations	salesforce	Partnered to modernize the lead generation ecosystem for P&C insurers
aws	Utilizes its platform for agentic AI-enabled commercial property insurance underwriting	Google Cloud	Delivered cloud-based modernization services to P&C insurance customers

Value chain coverage

- Product development and management
- Sales, marketing, and distribution
- Underwriting
- Policy administration
- Claims management
- Digital customer services
- IT and digital functions

Darker color indicates higher industry concentration:

Capgemini: RadarView profile

Case studies

Client	Capability	Summary	Business impact
A US-based insurer	• Analytics • Cloud	• The client aimed to enhance the self-service capabilities of its contact center and migrate from on-premises to a cloud-based platform while integrating with the group's omnichannel environment. • Capgemini implemented a cloud-based contact center solution, developing multiple self-service IVRs, enabling claim status and payment inquiry services, and integrating applications with systems of record.	• Improved self-service utilization to 67% for claim status • Reduced manual effort
A global insurer	• Analytics • Cloud • Gen AI • Intelligent automation	• The customer required a solution to improve underwriting analysis by extracting insights from both internal and external data sources, enabling faster and more informed decision-making. • Capgemini implemented a generative AI–driven solution using document analysis models to process underwriting documents, digitize underwriting guidelines, and deploy AI models on Azure Kubernetes.	• Achieved almost 15% increase in productivity for underwriting analysis • Delivered about 10% efficiency improvement in document analysis • Enabled nearly 25% faster addition of new vendor underwriting reports
An insurance carrier	• AI • Intelligent automation	• The client aimed to simplify and accelerate the claims process by reducing steps and questions, enabling near-instant claim payments and improving straight-through processing. • Capgemini implemented an AI-enabled solution with chatbot capabilities, allowing users to submit claims via text, voice, or video, while leveraging machine vision to extract, validate, and process claim information automatically.	• Reduced claim processing time from 1–2 days to a few minutes • Achieved about 30% cost reduction
A North American global insurer	• Analytics • Cloud	• The customer relied on an Excel-based pricing tool, which limited flexibility, introduced manual errors, and constrained processing speed for insurance products, particularly in builder's risk coverage. • Capgemini implemented a unified platform using Guidewire PolicyCenter to integrate pricing, rating, and policy servicing, while automating over 340 forms and enhancing risk assessment, process efficiency, and customer experience.	• Reduced operational costs • Enhanced risk management and pricing accuracy

Capgemini: RadarView profile

Analyst insights

Practice maturity ★★★★★

- Capgemini continues to showcase a significant delivery capability in the P&C insurance space with a scaled workforce of over 36,000 P&C professionals and 39 delivery centers addressing the insurance market, anchored by a geographic focus on North America and Europe. This is further reinforced by a strategic emphasis on developing accelerators and in-house solutions across the insurance value chain.
- Capgemini has developed accelerators spanning the end-to-end insurance value chain to deliver AI-enabled capabilities. These include solutions for price optimization and predictive underwriting, fraud and claims processing analytics, premium leakage and churn prediction, campaign and call center analytics, and cognitive document processing, enabling the scalable deployment of analytics-driven solutions for P&C insurers.
- Agentic AI remains a key focus for the company, with insurance-specific use cases developed around customer service, claims management, and underwriting. These agentic systems enable autonomously handle catastrophe outreach, fraud analytics, claims status management, and risk screening, enabling insurers to achieve operational efficiency across the value chain.

Future-proofing ★★★★★

Partner ecosystem

- Capgemini continues to deliver a robust digital core platform depth through its long-standing Duck Creek Technologies partnership of nearly 19 years, supported by over 700 specialists and dedicated CoEs across North America, Europe, and APAC. This, combined with over 60 implementations, enables enterprise-wide core transformation programs for P&C insurers.
- It continues to utilize its long-standing partnership with P&C insurance platform providers and technology players, including Guidewire, Majesco, Salesforce, Pega, and Adobe, to deliver digital transformation in the P&C insurance industry.

Investments and innovation

- Capgemini's acquisition of WNS in October 2025 enhanced its insurance practice by merging its digital, AI, and platform-led transformation capabilities with WNS's extensive business process management expertise. WNS employed over 14,000 specialized P&C insurance professionals, along with advanced data and analytics capabilities. This strengthened Capgemini's ability to provide AI-driven, data-led intelligent operations across the value chain for P&C insurers.
- In April 2025, Capgemini and ISAI, a venture capital firm, launched ISAI Cap Venture II, an €80M fund investing in B2B startups. The initial portfolio includes sector-specific innovators, including insurance-focused players such as Zelros, to enhance industry offerings and enable joint go-to-market innovation.

AVASANT

EMPOWERING BEYOND

GET CONNECTED

www.Avasant.com