



Cognizant analyst quote for L&A Insurance BPS and TPA PEAK Assessment 2025

“With the L&A insurance BPS industry evolving to meet changing customer expectations and regulatory shifts, providers are prioritizing value-driven, transformative models over traditional cost-focused outsourcing. Cognizant has expanded its presence in this space through targeted investments in its TPA, contact center, and closed blocks servicing capabilities’,’ says Sahil Chaudhary, Practice Director, Everest Group. “By capitalizing on a strong partnership ecosystem—including Vitech, FINEOS, and Oracle—alongside proprietary assets such as Cognizant Neuro, Cognizant has strengthened its position as a Leader and Star Performer in Everest Group’s Life and Annuities (L&A) Insurance BPS and Third-Party Administration (TPA) PEAK Matrix® Assessment 2025.”