

## **Coverage Report**

**Mphasis appoints Richard Miller as Global Head of Insurance Business**

**May 4, 2026**

## Online

### CIOL

#### [Mphasis Brings in Industry Veteran Richard Miller to Drive Insurance Strategy](#)

Mphasis appoints Richard Miller as Global Head of its Insurance Business, the company said in a statement on April 28, 2026. The move comes as the IT services firm looks to strengthen its presence in the insurance segment through artificial intelligence (AI)-led transformation initiatives.

Miller brings over three decades of experience in working with global insurers and financial institutions. In his new role, he will be responsible for driving the company's insurance strategy, with a focus on modernizing operations, transforming core processes, and helping clients adopt AI to deliver measurable business outcomes.

Commenting on the appointment, Nitin Rakesh, Chief Executive Officer and Managing Director, Mphasis, said the Banking, Financial Services, and Insurance (BFSI) segment remains a key growth driver for the company. He added that Miller's industry experience would support the company's strategic expansion in the sector.

Miller said insurers are increasingly seeking practical ways to deploy AI at scale while maintaining trust and compliance. He noted that Mphasis has built a strong foundation in AI-led delivery and that he aims to work closely with clients to translate technology investments into business outcomes.

Before joining Mphasis, Miller was the founder and CEO of REMVENTION LLC, an applied AI research venture. He also spent more than three decades at Accenture, where he led large-scale transformation and modernization programs for insurance and financial services organizations.

The appointment reflects a broader industry trend, with IT services firms doubling down on domain-specific leadership as enterprises accelerate AI adoption across core business functions. The leadership addition signals Mphasis' continued focus on scaling its insurance vertical through AI-driven transformation and domain expertise.

## ETEdge Insights

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"Banking, Financial Services & Insurance continues to be one of the key growth drivers for Mphasis. I am delighted to welcome Richard to the Mphasis executive leadership team. With his deep expertise in Insurance market, spanning several decades, Richard will play a crucial role in advancing our strategic growth agenda for the sector," said Nitin Rakesh, Chief Executive Officer and Managing Director, Mphasis.

"I am thrilled to join Mphasis at an important inflection point for the insurance industry. Insurers are looking for practical ways to apply AI responsibly at scale. Mphasis has built a strong foundation in AI-led delivery, and I look forward to partnering with the leadership team to help our client's achieve their business goals powered by AI-driven innovation," said Richard Miller, Executive Vice President and Global Head of Insurance Business, Mphasis.

Richard brings experience leading enterprise transformation for Fortune 500 companies, with a focus on the Global Insurance sector. His expertise lies in leading large-scale reinvention programs, seamlessly combining strategy and execution to drive meaningful operational transformation. Most recently, Richard was CEO and founder of REMVENTION LLC, a specialized applied AI research venture focused on Systems of Intelligence architectures for complex, regulated industries. Earlier, he spent 35 years at Accenture, where he served as Senior Managing Director and led transformation, modernization, and reinvention programs for leading insurance and financial services organizations.

**TechCircle****[Spotlight: CXO movements this week \(April 27-May 1\)](#)****Mphasis appoints Richard Miller as global insurance head**

Mphasis has appointed Richard Miller as global head of its insurance business. Miller brings over three decades of experience, including a long tenure at Accenture and most recently as CEO of REMVENTION LLC. He will lead Mphasis's insurance strategy, focusing on AI-led transformation, core modernisation and operational efficiency for global insurers and financial institutions.

## CXO Today

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## India Today

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## Yahoo!Finance

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Richard brings over three decades of experience to help insurance companies accelerate trusted AI-led transformation, creating measurable value and enhancing business performance

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## Financial Times

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## AI Magazine

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## Technology Magazine

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## Tech Blog Writer

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## InsurTech Magazine

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