

Healthcare Provider Digital Services – Provider Compendium 2023

March 2023: Complimentary Abstract / Table of Contents



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Tracking: providers, locations,
risk, technologies

Locations: costs, skills,
sustainability, portfolios

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Introduction

Healthcare providers have historically been mired down by the legacy IT estate and regulations that have had the unfortunate consequence of incentivizing them to maintain the status quo. However, that is not an option anymore, particularly as healthcare providers scramble to meet the unprecedented needs of a world disrupted by the COVID-19 pandemic. Healthcare providers are now being forced to jump on the digital bandwagon to meet the demands faced by the healthcare ecosystem to battle this outbreak.

To support enterprises on their digital journeys, service providers are ramping up capabilities through healthcare-specific partnerships and acquisitions. This, in turn, is driving the need for research and market intelligence on demand and supply trends in healthcare provider digital services. Everest Group's healthcare ITS research program addresses this market need by analyzing demand themes and service provider capabilities in healthcare provider digital services.

In this report, we present an assessment of 27 healthcare ITS providers. These service providers are mapped on the Everest Group PEAK Matrix, which is a composite index of a range of distinct metrics related to a provider's capability and market impact. We focus on provider digital services market size and growth, digital services themes for healthcare providers, assessment of the service providers on several capabilities and market success-related dimensions, and Everest Group's independent remarks on service providers.

This report features the following 27 leading service providers on the [Healthcare Provider Digital Services PEAK Matrix® Assessment 2023](#):

- **Leaders:** Accenture, Cognizant, Deloitte, NTT DATA, HCLTech, Optum, and TCS
- **Major Contenders:** Atos, CitiusTech, DXC Technology, Emids, EPAM, GAVS, HTC Global Services, IBM, Infinite Computer Solutions, Mindtree, Persistent Systems, SoftServe, Tech Mahindra, and Wipro
- **Aspirants:** Apexon, Capgemini, Hexaware, Marlabs, Mphasis, and Virtusa
- **Star Performers:** CitiusTech, EPAM, HCLTech, and HTC Global Services

Scope of this report



Geography
Global



Providers
Healthcare provider



Services
Digital services

Overview and abbreviated summary of key messages

This report examines the healthcare provider digital services provider landscape and its impact on the healthcare market. It focuses on service provider position and growth in the healthcare market, changing market dynamics and emerging provider trends, and assessment of provider delivery capabilities.

Some of the findings in this report, among others, are:

Healthcare provider digital services market

- There has been a strong uptick in demand for digital services in the healthcare provider market – the overall provider digital services market is close to US\$5 billion and is expected to grow at a CAGR of 8.7% between 2021 and 2025
- COVID-19 acted as a forcing function for healthcare providers to future-proof their technology estate and enable resilient business models, by focusing on digital themes such as automation, IoT, core modernization, data & analytics, security, and cloud

Emerging healthcare provider digital services trends

- Adoption of digital services has been observed across the provider value chain, with patient engagement and care management being the key focus areas
- Business themes such as payer-provider collaboration, interoperability, value-based care, member/patient experience, and evolving care models are driving the demand for digital adoption among providers

Healthcare provider digital service provider capability

- Less than half the service providers assessed in this study saw growth in excess of 10% in their healthcare provider digital services revenue
- The service delivery model has evolved with service providers moving toward managed services to engage clients
- Most of the service providers have an innovation focus with significant investments in digital labs, partnerships, acquisitions, and collaborations to strengthen their capabilities and further build verticalized digital offerings

The healthcare provider digital services – service provider compendium report covers detailed profile of 27 vendors

Healthcare Provider Digital Services – Service Provider Compendium 2023

Provider 1 | healthcare provider digital services profile (page 1 of 4) Overview

Company mission/vision statement

Provider 1's vision is to help providers meet the expectations that customers have of the equitable access, experience, and outcomes. It combines experience and specialized healthcare ecosystem and business functions, underpinned by the world's largest delivery healthcare solutions to help providers around the world to deliver more effective, efficient healthcare.

Healthcare provider digital services revenue

<US\$50 million	US\$50-150 million	<US\$150-300 million	US\$300-450 million
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Key partnerships

- Microsoft
- Google
- AWS
- Salesforce
- Oracle

1 All the revenue components add up to a total of 100%

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Healthcare Provider Digital Services – Service Provider Compendium 2023

Provider 1 | healthcare provider digital services profile (page 2 of 4) Offerings

Proprietary solutions (representative list)

Solution name	Details
Solution 1	A modular solution based on Azure for healthcare businesses to better insights
Solution 2	A virtual health solution that enables consumer-to-provider, pre-planning, customer relations, and patient experience
Solution 3	An Insights-as-a-Service (IaaS) analytics offering providing engagement populations through pre-built models that are calibrated to client
Solution 4	A platform that uses AI and analytics to serve the needs of the
Solution 5	A set of methodologies and workflows that provide a foundation
Solution 6	A digital accelerator to drive a fully integrated consumer experience for members as they navigate the journey through the
Solution 7	A digital accelerator created in collaboration with a health system
Solution 8	A solution that unlocks a more secure, dynamic, and efficient E

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Healthcare Provider Digital Services – Service Provider Compendium 2023

Provider 1 | healthcare provider digital services profile (page 3 of 4) Recent developments

Key events (representative list)

Development	Type	Year	Details
Development 1	Acquisition	2021	Acquisition of innov
Development 2	Acquisition	2021	Acquisition of exper
Development 3	Acquisition	2021	Acquisition to del
Development 4	Acquisition	2021	Acquisition with k
Investment in GTM activities	Partnership	2020	Formation of go-to-
Partnership for digital health innovation network	Partnership	2020	Partnership serve

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Provider 1 | healthcare provider digital services profile (page 4 of 4) Everest Group assessment – Leader

Measure of capability: Low High

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

Strengths

- Provider 1 has a strong technology partner ecosystem with players such as Salesforce, Azure, and AWS, which are helping it to be a leader in digital transformation. It has made strong acquisitions, such as Gevity, Root, and Workforce Insight to deepen its existing consulting capabilities
- Exploring developing markets such as Europe and APAC has helped provider widen its footprint globally
- Clients appreciate provider 1's global presence, the depth of knowledge it brings to the table, and its skill of client management as well as commitment
- Provider 1 has a strong focus on security services, the demand for which is rising in healthcare. It has made security health (de-risking the threat and mitigating the consequences of cyberattacks on healthcare organizations through security services and solutions) one of its growth pillars
- The company has expanded its capabilities across the value chain, offering end-to-end solutions in most use cases, such as **Aeko** in patient engagement

Limitations

- Large and midsize companies make up the majority of provider 1's existing clients. Therefore, its ability to successfully cater to small buyers remains to be tested
- Clients anticipate provider 1 to show more flexibility in its pricing and commercial constructs. Innovative pricing strategies including outcomes-based pricing and risk-sharing models should be explored by provider 1
- Although provider 1 showcases a strong depth of understanding across the healthcare domain, talent management and transparent communication around timelines have been cited as areas of improvement

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Research calendar

Healthcare Information Technology

■ Published
 ■ Planned
 ■ Current release

Reports title	Release date
Effective Claims Operations Through Scaled Digital Adoption	November 2021
Cloud for Healthcare – Data Platforms Peak Matrix® Assessment 2022	December 2021
Healthcare Payer Digital Services PEAK Matrix® Assessment 2022	May 2022
Healthcare Payer Digital Services – Service Provider Compendium 2022	August 2022
Value-based Care – State of the Market Report 2022	September 2022
Big Tech’s Foray into Healthcare – State of the Market Report 2022	October 2022
RCM Platforms PEAK Matrix® Assessment 2023	November 2022
Healthcare Customer Experience Platforms PEAK Matrix® Assessment 2023	December 2022
Healthcare Provider Digital Services PEAK Matrix® Assessment 2023	December 2022
Healthcare Cloud-based Core Administration Platform PEAK Matrix® Assessment 2023	March 2023
Healthcare Provider Digital Services – Provider Compendium 2023	March 2023
Healthcare Customer Experience Platforms – Product Vendor Compendium 2023	Q1 2023
Healthcare Cloud-based Core Administration Platform – Product Vendor Compendium 2023	Q2 2023
Healthcare Data & Analytics Services PEAK Matrix® Assessment 2023	Q2 2023
Healthcare Data & Analytics Services – Service Provider Compendium 2023	Q3 2023

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