Healthcare IT Services Specialists PEAK Matrix® Assessment 2021

December 2020: Complimentary Abstract / Table of Contents

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▶ Market Vista™
Global services tracking across functions, sourcing models, locations, and service providers – industry tracking reports also available

▶ Application Services

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▶ BPS | Healthcare & Life Sciences

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▶ Customer Experience Management Services

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▶ Data & Analytics

▶ Digital Services

▶ Engineering Services

▶ Enterprise Platform Services

▶ Finance & Accounting

▶ Human Resources

▶ ITS | Banking & Financial Services

▶ ITS | Healthcare

▶ ITS | Insurance

▶ IT Services Executive Insights™

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▶ Recruitment Process Outsourcing

▶ Service Optimization Technologies

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In addition to a suite of published research, a membership may include

- Accelerators™
- Analyst access
- Data cuts
- Pinnacle Model® reports
- PriceBook
- Virtual Roundtables
- Workshops

Custom research capabilities

- Benchmarking | Pricing, delivery model, skill portfolio
- Peer analysis | Scope, sourcing models, locations
- Locations | Cost, skills, sustainability, portfolio – plus a tracking tool
- Tracking services | Service providers, locations, risk
- Other | Market intelligence, service provider capabilities, technologies, contract assessment

Membership information

- This report is included in the following research program(s)
  – Healthcare IT Services
- If you want to learn whether your organization has a membership agreement or request information on pricing and membership options, please contact us at **info@everestgrp.com**

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Background of the research

The healthcare IT services space has historically been dominated by global service providers – including the likes of horizontal players such as Accenture, Cognizant, and TCS as well as healthcare-specific giants such as Optum. However, in the past few years, we have witnessed the healthcare IT services supply ecosystem evolving, with a lot of small/mid-sized service providers coming into play and gaining mindshare with clients. These service providers are establishing themselves as specialists in the healthcare IT services domain and gaining strong foothold in the market. A few of them have started challenging the front runners directly, while a few others are creating niche for themselves and operating in specific pockets. In a nutshell, these players are leveraging their healthcare domain expertise, healthcare services specialization, or/and high client intimacy to gain market share.

Everest Group's Healthcare IT Services Specialists – Provider Landscape with Services PEAK Matrix® Assessment 2021 looks at the current healthcare IT services specialists' landscape, key offerings, differentiators, challenges, and outlook for these players . As a scope of this assessment, we are focusing on service providers IT services providers with the total size not more than US$1 billion, getting 25% or more of their revenue from healthcare business, and falling under one or more of the three buckets – broader healthcare IT services providers, healthcare platform-specific services providers, and healthcare consulting services 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 vendor's capability and market impact. We focus on:

- Market update/trends on growing relevance of healthcare IT services specialists
- The landscape of healthcare IT services specialists
- Assessment of service providers on several capability and market success-related dimensions

This report includes the profiles of the following 12 service providers featured on the healthcare IT services specialists PEAK Matrix®:

- **Leaders:** CitiusTech, emids, and Nordic Consulting
- **Major Contenders:** Cumberland Consulting, GAVS, Healthcare IT Leaders, Infinite, Infostretch, Optimum Healthcare IT, and Pivot Point Consulting
- **Aspirants:** Huron Consulting Group and Impact Advisors
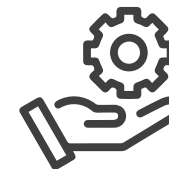
Scope of this report:

Geography
Global
(primary focus
on US)
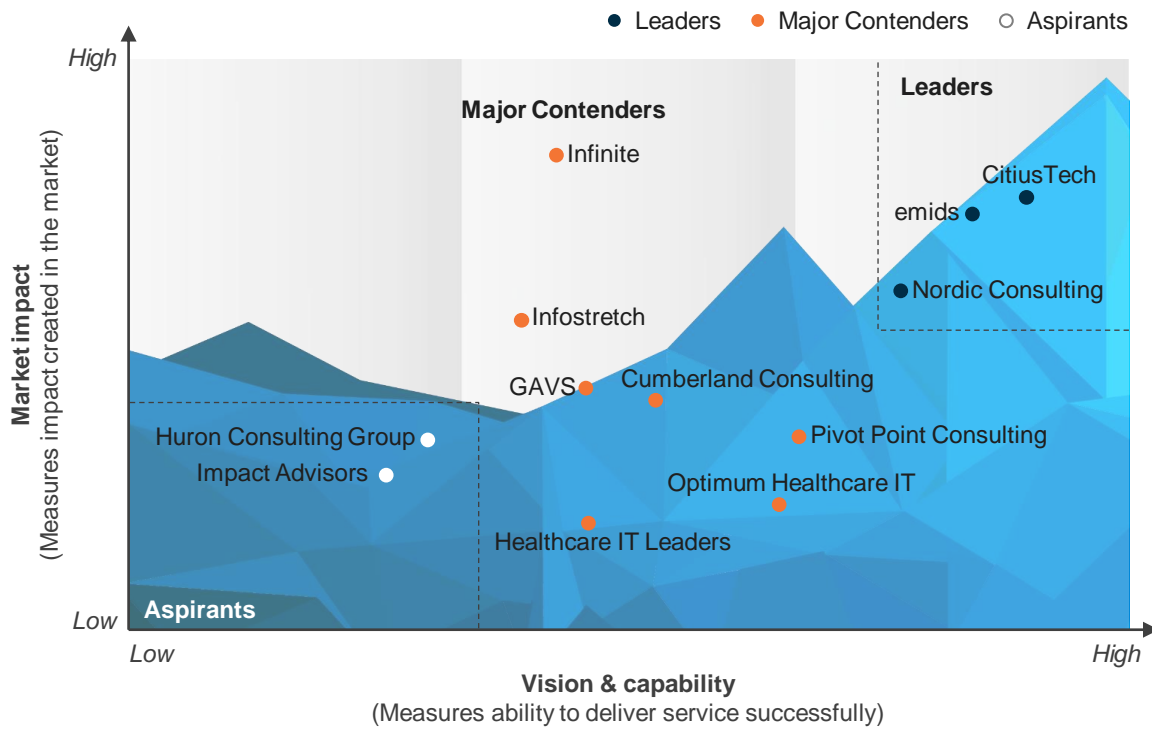
Industry
Healthcare
(payers and
providers)

Services
Healthcare
IT services

Service providers
12 specialist
service providers
for healthcare

This study offers four distinct chapters providing a deep dive into key aspects of Salesforce healthcare services market; below are three charts to illustrate the depth of the report

Everest Group Healthcare IT Services Specialists PEAK Matrix® Assessment 2021[1,2]

Illustrative example

● Leaders   ● Major Contenders   ○ Aspirants

Market impact (Measures impact created in the market) — vertical axis, Low to High

Vision & capability (Measures ability to deliver service successfully) — horizontal axis, Low to High

Leaders
- CitiusTech
- emids
- Nordic Consulting

Major Contenders
- Infinite
- Infostretch
- GAVS
- Cumberland Consulting
- Pivot Point Consulting
- Optimum Healthcare IT
- Healthcare IT Leaders

Aspirants
- Huron Consulting Group
- Impact Advisors

1 PEAK Matrix specific to healthcare IT services specialists
2 Assessments for Cumberland Consulting, Healthcare IT Leaders, Huron Consulting Group, Impact Advisors, Optimum Healthcare IT, and Pivot Point Consulting excludes product vendor inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, service providers' public disclosures, and Everest Group's interactions with healthcare enterprises that are buyers of healthcare IT services

Source: Everest Group (2020)

Capability assessment

Illustrative example

Measure of capability: ● High ◔ Low

Service provider	Market impact				Vision & capability				
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
Service provider 1									
Service provider 2									
Service provider 3									
Service provider 4									
Service provider 5									
Service provider 6									
Service provider 7									
Service provider 8									
Service provider 9									

Everest Group's remarks on service providers

Illustrative example

Measure of capability: ● High ◔ Low

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
- Expertise in healthcare IT systems, strategic consulting, and managed services spaces has enabled Cumberland Consulting to increase account penetration
- Service provider's focus on compliance to information protection regulations and industry-defined security and privacy requirements

Areas of improvement
- Service provider should build thought leadership and invest in marketing efforts (backed by relevant case studies and proof points) to further enhance market credibility
- The company should establish partnerships and alliances with start-ups/technology firms to have access to or build readily-implementable frameworks/tools/accelerators that complement its services and improve time-to-value for clients

Research calendar
Healthcare IT Services (ITS)

Flagship Healthcare ITS reports	Release date
Healthcare Payer State of the Market – Key Trends, Service Provider Performance in 2019, and Outlook for 2020	February 2020
Healthcare Provider State of the Market – Key Trends, Service Provider Performance in 2019, and Outlook for 2020	March 2020
Healthcare Provider Digital Services PEAK Matrix® Assessment 2020	June 2020
Provider Digital Services – Service Provider Profile Compendium	July 2020
Salesforce Health Cloud Services PEAK Matrix® Assessment 2020	December 2020
Healthcare IT Services Specialists PEAK Matrix® Assessment 2021	**December 2020**
Salesforce Health Cloud Services – Service Provider Profile Compendium	Q4 2020
Healthcare Specialists – Service Provider Profile Compendium	Q1 2021

Thematic Healthcare ITS reports	Release date
A Platform-based Roadmap for Healthcare Payers	February 2020
Unpacking the Rise of Telehealth	July 2020
Data Monetization in Healthcare	July 2020
Platform-based Modernization of Healthcare Payers	September 2020

Note: For a list of all of our published Healthcare ITS reports, please refer to our website page

Everest Group®

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