

Salesforce Healthcare Service Provider Compendium 2021

December 2020: Complimentary Abstract / Table of Contents



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- Accelerators[™]
- Analyst access
- Data cuts
- Pinnacle Model® reports
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- 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



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Background of the research

Early adopters of Salesforce services were looking to effectively manage customer relationships, market targeted products, explore sales performance, and drive cost efficiencies riding on the cloud wave. As the Salesforce technology landscape broadened, enterprises' approach toward Salesforce has evolved from a "reactive" relationship management to a "proactive" approach toward Customer Experience (CX).

Healthcare enterprises are looking to leverage Salesforce for not just engaging with patients, but for their end-to-end business functions as well as addressing the broader healthcare trends, such as reducing technical debt, cost containment, driving patient centricity, and data interoperability. Healthcare enterprises seek to create a 360-degree patient/member view by leveraging advanced analytics to better engage and offer personalized experience to patients/members, improve care outcomes, and drive cost efficiencies. They are integrating customer data across Sales, Service, Marketing, and Commerce Cloud to provide a unified customer experience and achieve data interoperability mandates.

With these changing enterprise expectations and evolving Salesforce technology landscape, service providers are investing in building strong healthcare-specific solutions to expedite time-to-market for their clients and are taking a strong inorganic approach with tuck-in acquisitions to fill gaps across their Salesforce services portfolio and further enhance their geographic footprint.

In this research, we present an assessment of 18 service providers featured on the Salesforce healthcare services PEAK Matrix®.

The assessment is based on Everest Group's annual Request For Information (RFI) process for calendar year 2020, interactions with leading Salesforce service providers, client reference checks, and an ongoing analysis of the Salesforce services market.

This report includes the profiles of the following 18 leading service providers featured on the Salesforce healthcare services PEAK Matrix®:

- Leaders: Accenture, Cognizant, and Deloitte
- Major Contenders: Coastal Cloud, IBM, Infosys, NTT DATA, Penrod, Persistent Systems, PwC, Silverline CRM, TCS, Torrent Consulting, Virtusa, and Wipro
- Aspirants: Acumen Solutions, Customertimes, and Virsys12

Scope of this report:





Industry Healthcare

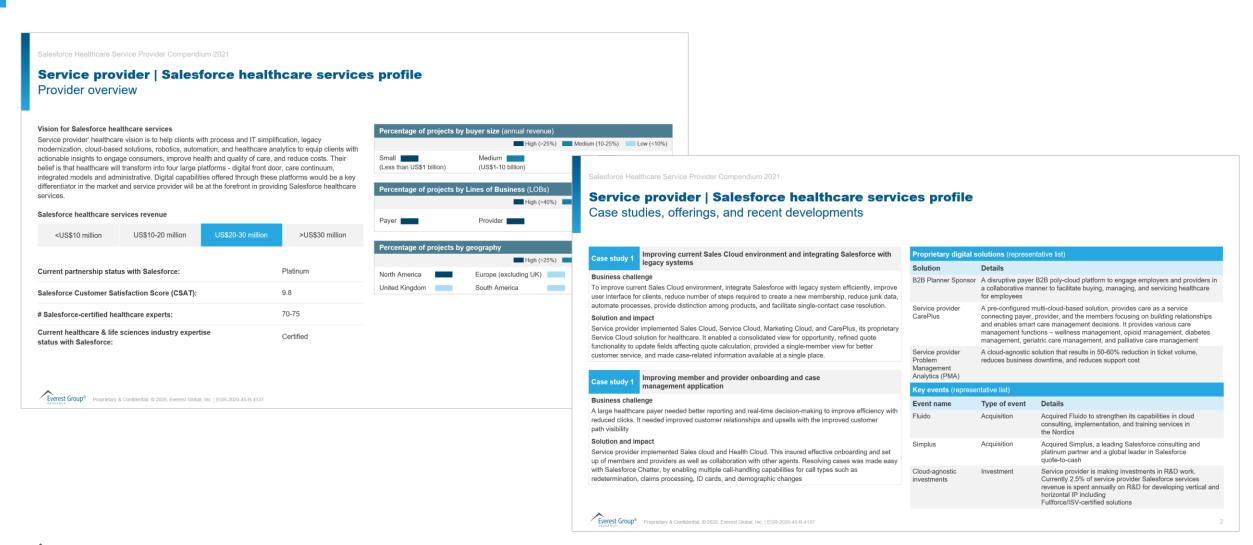


ServicesSalesforce services



Use cases
18 leading Salesforce service providers
for healthcare

The Salesforce healthcare service provider compendium report has profiles and buyer case studies for 18 leading service providers



Research calendar

Healthcare IT Services (ITS)

	Published Planned Current release	
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 Healthcare Services PEAK Matrix® Assessment 2021	December 2020	
Salesforce Healthcare Service Provider Compendium 2021	December 2020	
State of the Market – Salesforce Healthcare services	Q4 2020	
Healthcare Specialists PEAK Matrix® Assessment 2021	Q4 2020	
Healthcare Specialists – Service Provider Profile Compendium	Q4 2020	
Thematic Healthcare ITS reports	Release date	
Big Tech in Healthcare: What it Means for CIOs?	Nov 2019	_
Unpacking the Rise of Telehealth	July 2020	_
Data Monetization in Healthcare	July 2020	
Platform-based Modernization of Healthcare Payer	September 2020	

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







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