

Healthcare IT Services Specialists Compendium 2021

January 2021: Complimentary Abstract / Table of Contents



Our research offerings for global services

<ul style="list-style-type: none"> ▶ Market Vista™ Global services tracking across functions, sourcing models, locations, and service providers – industry tracking reports also available 	
<ul style="list-style-type: none"> ▶ Application Services 	<ul style="list-style-type: none"> ▶ Finance & Accounting
<ul style="list-style-type: none"> ▶ BPS Banking & Financial Services 	<ul style="list-style-type: none"> ▶ Human Resources
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<ul style="list-style-type: none"> ▶ BPS Life Sciences 	<ul style="list-style-type: none"> ▶ ITS Insurance
<ul style="list-style-type: none"> ▶ Catalyst™ 	<ul style="list-style-type: none"> ▶ IT Services Executive Insights™
<ul style="list-style-type: none"> ▶ Cloud & Infrastructure 	<ul style="list-style-type: none"> ▶ ITS Life Sciences
<ul style="list-style-type: none"> ▶ Customer Experience Management Services 	<ul style="list-style-type: none"> ▶ Locations Insider™
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<ul style="list-style-type: none"> ▶ Data & Analytics 	<ul style="list-style-type: none"> ▶ Procurement
<ul style="list-style-type: none"> ▶ Digital Services 	<ul style="list-style-type: none"> ▶ Recruitment Process Outsourcing
<ul style="list-style-type: none"> ▶ Engineering Services 	<ul style="list-style-type: none"> ▶ Service Optimization Technologies
<ul style="list-style-type: none"> ▶ Enterprise Platform Services 	

Membership information

- This report is included in the following research program(s)
 - [Healthcare IT Services](#)
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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

Contents

1. Introduction and overview	5
• Research methodology	6
• Key information on the report	7
• Background of the research	8
• Scope of the research	9
2. Healthcare IT services specialists PEAK Matrix® characteristics	10
• PEAK Matrix® framework	11
• Everest Group PEAK Matrix® for healthcare IT services specialists	13
• Characteristics of Leaders, Major Contenders, and Aspirants	14
• Healthcare IT services specialists capability summary dashboard	15
3. Everest Group's remarks on healthcare IT services specialists	18
• Leaders	18
– CitiusTech	19
– emids	22
– Nordic Consulting	25
• Major Contenders	28
– Cumberland Consulting	29
– GAVS	32
– Healthcare IT Leaders	35

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Contents

3. Everest Group's remarks on healthcare IT services specialists (continued)	
– Infinite	38
– Infostretch	41
– Optimum Healthcare IT	44
– Pivot Point Consulting	47
• Aspirants	50
– Huron Consulting Group	51
– Impact Advisors	54
4. Appendix	57
• Glossary	58
• Research calendar	59

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 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.

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

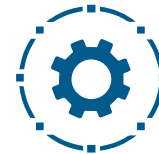
Scope of this report:



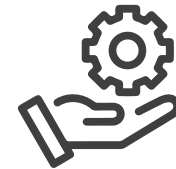
Geography
Global (primary focus on US)



Industry
Healthcare (payers and providers)



Services
Healthcare IT services



Service providers
12 specialist service providers for healthcare

This study offers distinct chapters providing a deep dive into the specialist service provider offerings and capabilities; the exhibits below illustrate the depth of the report

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Service provider | healthcare IT services profile (page 1 of 3)

Overview

Vision and strategy
Service provider focuses on healthcare as a sole segment and aims to advance the business of healthcare providers and payers through its advisory consulting services, technology services, and managed services solutions. It provides expertise across key healthcare platforms such as Epic, Cerner, HealthEdge, and Trizetto (QNXT and Facets).

Healthcare IT services revenue

<US\$50 million	US\$50-100 million	US\$100-150 million	>US\$150 million
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Representative list of healthcare leaders:
 Managing Partner, Payer Division
 Payer Division Partners
 Managing Partner, Provider Division
 Provider Division Partners

Healthcare IT services revenue by LOBs

Payer	Provider
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Area of specialization

Broader healthcare IT services	Healthcare consulting services
Healthcare platform-specific services	

Revenue by buyer size

Small (annual revenue < US\$1 billion)	Medium (annual revenue = US\$1-5 billion)	Large (annual revenue > US\$5 billion)
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Provider IT services focus by value chain

Patient engagement	Diagnosics, treatment, and medication management
Care management	Financial and network management

Payer IT services focus by value chain

Product development	Network management
Policy servicing and management	Care management
Claims management	

Revenue by geography

North America	Asia Pacific
Europe (excluding UK)	Rest of the world
UK	

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Service provider | healthcare IT services profile (page 2 of 3)

Offerings and recent developments

Proprietary solutions/services (representative list)

Solution/services	Details
Payer services	<ul style="list-style-type: none"> Consulting: IT strategy, system selection, agile transformation, contract negotiation, project cost estimating, implementation planning, HIE planning, and interoperability Technology services: planning, staffing, IT & operations assessments, agile program management, performance improvement, care management, and population health Agile services: agile readiness assessments, strategic planning and execution, training and coaching, reporting, launching and optimizing agile, agile program execution, and resourcing Government services: RFP development, HIE support, registration programs, project management, and project staffing
Provider services	<ul style="list-style-type: none"> Advisory services: IT strategy, system selection, contract negotiation, project cost estimating, implementation planning, and legacy data management services Implementation services: workflow design, organizational readiness, project management, system build, testing, training, and support Optimization services: performance improvement, revenue cycle management, system upgrades, post-live assessments, and reports/analytics Project staffing and support: certified application analysts, project managers, trainers, interface engineers, interim IT team managers, and directors go-live support Electronic health record (EHR) implementation: works with providers at each stage of Epic and Cerner EHR implementation, from system selection through go-live support and beyond
Legacy data management services	Creates customized roadmaps to migrate legacy data to advanced vendor solutions to help clients keep their data secure and accessible to meet compliance requirements
System expertise	Advisory, implementation, and optimization service expertise across payer systems (HealthTrio, Trizetto, and HealthEdge) and provider systems (Epic, Cerner, and McKesson)

Recent activities (representative list)

Development	Details
Divesture	In 2020, sold its life sciences division to Integrichain, a life sciences data and managed services company, and now entirely focusing on healthcare payer and provider segment
Partnership	In 2019, partnered with Chroniced as a preferred systems integration partner for its MedLedge project, an initiative that builds blockchain-powered ecosystems and supply chain solutions
Partnership	In 2019, ACAP, a national trade association representing not-for-profit safety net health plans, partnered with service provider to leverage their management consulting, operational effectiveness and technology consulting, and business process and IT services
Recognition	In 2019, named in the Forbes list of America's best management consulting firms for 2019 for its capabilities in IT strategy
Acquisition	In 2018, acquired Madison, Wis.-based LinkEHR, an EHR-focused managed services firm specializing in tier 1, 2, and 3 application support for health systems. LinkEHR provides remote application support, including Epic Help Desk services, application break-fix, and maintenance support for the full suite of Epic applications

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Research calendar

Healthcare IT services

Published Planned Current release

Flagship Healthcare IT services 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 Specialists PEAK Matrix® Assessment 2020	December 2020
Healthcare IT Services Specialists Compendium 2021	January 2021
Salesforce Health Cloud Services – Service Provider Profile Compendium	December 2020

Thematic Healthcare IT services 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	August 2020

Note: For a list of all of our published Healthcare ITS reports, please refer to our [website page](#)



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