Everest Group®

Healthcare Analytics Services – Service Provider Compendium 2022

December 2021: Complimentary Abstract / Table of Contents

EGR-2021-45-CA-4812

Our research offerings

This report is included in the following research program(s):
Healthcare ITS, Healthcare BPS

- ▶ Application Services
- ▶ Banking & Financial Services BPS
- ▶ Banking & Financial Services ITS
- ▶ Catalyst™
- ▶ Clinical Development Technology
- ▶ Cloud & Infrastructure
- ▶ Contingent Workforce Management
- ▶ Conversational AI
- ▶ Cost Excellence
- ▶ Customer Experience Management Services
- ▶ Cybersecurity
- ▶ Data & Analytics
- ▶ Digital Adoption Platforms (DAP)
- ▶ Digital Services
- ▶ Digital Workplace
- ▶ Engineering Services
- ▶ Enterprise Platform Services
- ▶ Finance & Accounting

- ▶ Financial Services Technology (FinTech)
- ▶ Global Business Services
- ▶ Healthcare BPS
- ▶ Healthcare ITS
- ▶ Human Resources
- ▶ Insurance BPS
- ▶ Insurance ITS
- ▶ Insurance Technology (InsurTech)
- ▶ Insurance Third-Party Administration (TPA) Services
- ▶ Intelligent Document Processing (IDP)
- ▶ Interactive Experience (IX) Services
- ▶ IT Services Executive Insights™
- ▶ Life Sciences BPS
- ▶ Life Sciences ITS
- ▶ Locations Insider™
- ▶ Marketing Services
- ▶ Market Vista™
- ▶ Mortgage Operations

- ▶ Multi-country Payroll
- ▶ Network Services & 5G
- ▶ Outsourcing Excellence
- ▶ Pricing-as-a-Service
- ▶ Process Mining
- ▶ Procurement
- ▶ Recruitment Process Outsourcing
- ▶ Retirements Technologies
- ▶ Rewards & Recognition
- ▶ Service Optimization Technologies
- ▶ Supply Chain Management (SCM) Services
- ▶ Talent Excellence GBS
- ▶ Talent Excellence ITS
- ▶ Technology Skills & Talent
- ▶ Trust and Safety
- ▶ Work at Home Agent (WAHA) Customer Experience Management (CXM)

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**

Learn more about our
custom research capabilities

Benchmarking

Contract assessment

Peer analysis

Market intelligence

Tracking: service providers, locations, risk, technologies

Locations: costs, skills, sustainability, portfolios

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For more information on this and other research published by Everest Group, please contact us:

Abhishek Singh, Partner

Ankur Verma, Practice Director

Chunky Satija, Practice Director

Chinmaya Joshi, Senior Analyst

Priya Sahni, Senior Analyst

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Our research methodology is based on four pillars of strength to produce actionable and insightful research for the industry

01
Robust definitions and frameworks

F&A pyramid, multi-process FAO definition, Total Value Equation (TVE), PEAK Matrix®, market maturity

02
Primary sources of information

Annual contractual and operational RFIs, service provider briefings and buyer interviews, web-based surveys

03
Diverse set of market touchpoints

Ongoing interactions across key stakeholders, input from a mix of perspectives and interests, supports both data analysis and thought leadership

04
Fact-based research

Data-driven analysis with expert perspectives, trend-analysis across market adoption, contracting, and service providers

Proprietary contractual database of healthcare IT Services (ITS) contracts (updated annually)

Year-round tracking of all major healthcare IT service providers

Dedicated team for healthcare outsourcing research, spread over three continents

Over 30 years of experience advising clients on strategic IT, business services, engineering services, and sourcing

Executive-level relationships with buyers, service providers, technology providers, and industry associations

This report is based on four key sources of proprietary information

- Proprietary database of IT services contracts of major IT service providers with workplace services in scope of work (updated annually)
- The database tracks the following elements of each contract:
  – Buyer details including size and signing region
  – Contract details including service provider, contract type, TCV & ACV, service provider FTEs, start & end dates, duration, and delivery locations
  – Scope details including share of individual buyer locations being served in each contract, Line of Business (LoB) served, and pricing model employed

- Proprietary database of IT service providers (updated annually)
- The database tracks the following for each service provider:
  – Revenue and number of FTEs
  – Number of clients
  – FTE split by different lines of business
  – Revenue split by region
  – Location and size of delivery centers
  – Technology solutions developed

- **Service provider briefings**
  – Vision and strategy
  – Annual performance and future outlook
  – Key strengths and improvement areas
  – Emerging areas of investment

- **Buyer reference interviews, ongoing buyer surveys, and interactions**
  – Drivers and challenges for adopting workplace services
  – Assessment of service provider performance
  – Emerging priorities
  – Lessons learnt and best practices

Service providers assessed

accenture | ACS SOLUTIONS | Capgemini | CitiusTech

Cognizant | Deloitte. | DXC TECHNOLOGY | emids experience partnership. | EXL

GAVS Galvanizing Success | HCL | HGS[1] HINDUJA GLOBAL SOLUTIONS | Infosys | IBM

infostretch | infinite | NTT DaTa | OPTUM | pwc

softserve | tcs TATA CONSULTANCY SERVICES | Tech Mahindra

UST | virtusa Accelerating Business Outcomes | wipro

1   HGS' post divestment healthcare services business has been considered.
Source: **The source of all content is Everest Group unless otherwise specified.**
Confidentiality: Everest Group takes its confidentiality pledge very seriously. Any information we collect that is contract specific will only be presented back to the industry in an aggregated fashion.

Background of the research

In recent years, data-driven decision making has become the backbone of healthcare enterprises' growth strategy to reduce costs, enhance operational efficiency, deliver better member/patient engagement, and improve health outcomes. The pandemic has further accelerated the adoption of analytics as enterprises need to become more agile and meet the unprecedented demands faced by the healthcare ecosystem. Although payers are ahead of providers in leveraging analytics, the majority of the enterprises are yet to access the complete benefits of analytics initiatives due to the lack of right skillsets, adoption of analytics in silos, and inefficient data management practices. Service providers can help enterprises formulate the core vision for analytics, modernize their data landscape, derive insights, and provide the right set of recommendations to enable enterprise-wide decision making that drives business value.

In this context, we present an assessment of 25 service providers featured on the Healthcare Analytics Services PEAK Matrix® Assessment 2022. Each service provider profile offers a comprehensive picture of its services focus through a snapshot of its key strengths and limitations, as assessed by Everest Group. The assessment is based on Everest Group's annual RFI process for the calendar year 2021, interactions with leading service providers, client reference checks, and an ongoing analysis of the healthcare analytics services market.

This report includes the profiles of the following 25 service providers featured on the Healthcare Analytics Services PEAK Matrix® Assessment 2022:

- **Leaders:** Accenture, Cognizant, Deloitte, EXL, NTT DATA, Optum, and TCS
- **Major Contenders:** Capgemini, CitiusTech, DXC Technology, emids, GAVS, HCL Technologies, IBM, Infinite Computer Solutions, Infosys, PwC, SoftServe, Tech Mahindra, Virtusa, and Wipro
- **Aspirants:** ACS Solutions, HGS, Infostretch, and UST

Scope of this report:

Geography
Global

Industry
Healthcare (payer and provider)

Services
Analytics services

Healthcare analytics services | scope of the research

BI & visualization

- Implementation and management of all BI tools
- Connectivity with data assets
- Collaborative BI
- BI modernization
- Dashboarding/Reporting and customization
- Self-serve BI
- Interactive reports
- Canned reports
- Mobile BI

Advanced analytics and next-generation services

- Domain-specific analytics use cases
- Predictive and prescriptive analytics
- Cognitive services (NLP/NLG, computer vision, etc.)
- Recommendation engines
- AI/ML and deep learning
- Data exchange and marketplaces
- Big data analytics
- IoT analytics (edge analytics, AR/VR analytics, digital twins, etc.)

Strategy and consulting for analytics and insights

- Vision and strategy for BI and analytics
- Business case and use case development
- BI and analytics consulting, road-mapping, and tool selection advisory

Healthcare analytics services – service provider compendium covers detailed profile of 25 service providers

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XXX | healthcare analytics services profile (page 1 of 5)
Everest Group assessment – Major Contender

Market impact				
Market adoption	Portfolio mix	Value delivered	Overall	Vision a...

Strengths

- It has a balanced portfolio of healthcare-specific analytics offerings across data management, BI, and advanced analytics, helping it to expedite time-to-value for its clients

- The company's strong partnership ecosystem with global technology vendors such as AWS, GCP, Microsoft, Salesforce and its investments in strategic acquisitions (YYY for analytics and digital consulting, ZZZ for AI) has further enhanced its analytics capabilities

- XXX's consulting capabilities have a high brand recall in the market. The company demonstrates strong thought leadership and is perceived as a strategic partner by its clients

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XXX | healthcare analytics services profile (page 2 of 5)
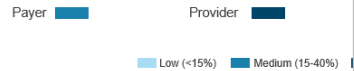Overview

Company vision & strategy
XXX aims to work with healthcare clients to create and deliver practical analytics soluti... ecosystem. Its strategy is to leverage data and analytics to facilitate collaboration across improved outcomes.

Healthcare analytics services revenue

<US$50 million	US$50-100 million	US$100-150 million	>US$1...

Low (<20%) · Medium (20-50%)

Adoption by LoBs   Payer   Provider

Low (<15%) · Medium (15-40%)

Healthcare payer analytics services revenue by value chain		Healthcare provider analytics ser... revenue by value chain	
Care management		Care management	
Claims management		Diagnostics, treatment, and monitor...	
Network management		Financials & network management	
Policy servicing and management		Patient engagement	
Product development			

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XXX | healthcare analytics services profile (page 3 of 5)
Offerings

Proprietary solutions for healthcare analytics (representative list)

Solutions	Details
Insights platform	A cloud-based web app, accessed through SSO, that combines scalable big data technologies with the company's proprietary data models, analytics services, and pre-packaged visualizations to create easy-to-deploy, enterprise-ready solutions.
Connected Solutions	Connected Solutions leverages real-time data to support clients make informed business decisions. The IoT-powered solution collects data from remote devices, locates equipment, tracks assets, and manages inventory.
DoubleJump Interchange™	DoubleJump Interchange™ is a cloud-based ecosystem collaboration platform that securely integrates data from clinical and real-world sources to facilitate cooperation among researchers and care providers to improve consumer health.
Future Cast	Future Cast platform supports integration of flexible API into existing systems to help clients get better insights and simulate a 360° view of patients, predict behavior, create improved interactions, and support the health of individuals and, at scale, entire populations.

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Research calendar
Healthcare IT Services (ITS)

Flagship reports	Release date
Healthcare Provider Digital Services PEAK Matrix® Assessment 2020	June 2020
Salesforce Healthcare Services PEAK Matrix® Assessment 2021	December 2020
Healthcare IT Services Specialists PEAK Matrix® Assessment 2021	December 2020
State of the Market – Salesforce Cloud Healthcare services	March 2021
Healthcare Analytics Services PEAK Matrix® Assessment 2022	November 2021
Intelligent Automation (IA) in Healthcare – Solutions PEAK Matrix® Assessment 2022	November 2021
Healthcare Analytics Services – Service Provider Compendium 2022	**December 2021**
Healthcare Cloud Data Platforms PEAK Matrix® Assessment 2022	Q4 2021

Thematic reports	Release date
Digital Healthcare Trailblazers: Top Start-ups Transforming the US Healthcare System	July 2021
The Future of Healthcare: Accelerating Your Cloud Journey	July 2021
Healthcare Member Experience Transformation	July 2021
Healthcare Provider Enterprise Insights – Q4 2020 & Q1 2021	August 2021
Interoperability Beyond Regulatory Compliance	September 2021
Healthcare Payer Enterprise Insights – H1 2021	September 2021
BigTechs in Healthcare Industry	Q4 2021

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

Research calendar
Healthcare BPS

Flagship reports	Release date
Healthcare Payer Operations – Services PEAK Matrix® Assessment 2020	June 2020
Revenue Cycle Management (RCM) Operations – Services PEAK Matrix® Assessment 2020	September 2020
Exploring Technology Frontiers to Unlock Superior Value from Operations: Revenue Cycle Management (RCM) Solutions State of the Market Report 2021	December 2020
Revenue Cycle Management (RCM) Operations – Services PEAK Matrix® Assessment 2021	July 2021
Revenue Cycle Management (RCM) Operations Services Provider Compendium	September 2021
Healthcare Analytics Services PEAK Matrix® Assessment 2022	November 2021
Intelligent Automation (IA) in Healthcare – Solutions PEAK Matrix® Assessment 2022	November 2021
Healthcare Analytics Services – Service Provider Compendium 2022	**December 2021**

Thematic reports	Release date
The Revenue Cycle Management (RCM) BPS Market: Unstoppable Juggernaut or Overhyped Fad?	September 2019
The Next Growth Frontier for RCM Service Providers: Looking beyond Initial Arbitrage Opportunities	August 2020
Open Enrolment 2021 Primer: What to Expect and How to Navigate in the Wake of COVID-19	August 2020
Breaking Viewpoint: UnitedHealth Group's Optum Acquires Change Healthcare	January 2021
Modularity in Medicaid Management Information Systems – Has the Silver Bullet Hit its target?	March 2021
Business Process as a Service (BPaaS) in Healthcare: The Way Forward to Maximize Value and Improve Outcomes	June 2021
Technology/Digital Adoption in Revenue Cycle Management (RCM): A Tectonic Evolution	November 2021

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

Everest Group®

With you on the journey

Everest Group is a research firm focused on strategic IT, business services, engineering services, and sourcing. Our clients include leading global companies, service providers, and investors. Clients use our services to guide their journeys to achieve heightened operational and financial performance, accelerated value delivery, and high-impact business outcomes. Details and in-depth content are available at **www.everestgrp.com**.

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Blog
everestgrp.com/blog

Dallas (Headquarters)
info@everestgrp.com
+1-214-451-3000

Bangalore
india@everestgrp.com
+91-80-61463500

Delhi
india@everestgrp.com
+91-124-496-1000

London
unitedkingdom@everestgrp.com
+44-207-129-1318

Toronto
canada@everestgrp.com
+1-647-557-3475