Everest Group®

Market Report | Healthcare IT Services

Cloud for Healthcare – Data Platforms PEAK Matrix® Assessment 2022

December 2021: Complimentary Abstract / Table of Contents

Everest Group PEAK MATRIX®

EGR-2021-45-CA-4816

Our research offerings

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

- 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

Contents

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

Abhishek Singh, Partner

Chunky Satija, Practice Director

Kanika Gupta, Senior Analyst

Anshul Yadav, Senior Analyst

Kaushik Sundar, Senior Analyst

Contents

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

01

Robust definitions and frameworks

PEAK Matrix®, market maturity, and technology adoption/investment

02

Primary sources of information

Annual contractual and operational RFIs, vendor briefings and buyer interviews, and 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 vendors

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

Year-round tracking of all major healthcare IT vendors

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, vendors, technology providers, and industry associations

This report is based on four key sources of proprietary information

- Proprietary database of contracts of major product vendors, with healthcare IT 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 vendor, pricing model, deployment model, partner ecosystem, ACV, start & end dates
  - 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 product vendors (updated annually)
- The database tracks the following for each product vendor:
  - Revenue and number of FTEs
  - Number of clients
  - FTE split by different Lines of Business (LoBs)
  - Revenue split by region
  - Location and size of delivery centers
  - Technology solutions developed

- **Vendor 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 cloud data platforms
  - Assessment of vendor performance
  - Emerging priorities
  - Lessons learned and best practices

Product vendors assessed

aws, CLOUDERA, databricks, Google, HealthCatalyst, IBM, innovaccer, inovalon, InterSystems, Microsoft, ORACLE, SAP, snowflake, teradata., Yellowbrick

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

Cloud data platforms have traditionally been used to facilitate the migration of an organization's data onto cloud to manage data efficiently and securely. However, today enterprises are increasingly adopting these platforms not only to manage data efficiently, but also leverage the platforms' analytical and business intelligence capabilities to enhance decision-making. In healthcare, the complexities of managing data continue to be a concern as enterprises struggle to deal with growing data volume and complexity as well as siloed and legacy data systems. Additionally, rising digital adoption, the proliferation of remote health devices, and adoption of new care delivery models (telehealth and virtual care) have further pushed healthcare enterprises to rely on modernized cloud data platform models to better manage data and generate actionable insights.

In this report, we assess the capabilities of 15 cloud data platform vendors on their ability to solve for healthcare use cases such as healthcare interoperability, clinical analytics, and patient/member outcomes. These vendors 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 vendors with:

- Products having direct applicability for the US healthcare entities – payers, providers, and/or supporting federal healthcare agencies
- Proprietary, commercial, cloud-based data platforms cutting across one or more area(s) under scope of research – healthcare interoperability, healthcare analytics, administrative process optimization, and patient/member outcomes
- Built-in data privacy and security compliance that supports industry standards (such as HL7, HIPAA, and HITRUST) relevant to the segment

Scope of this report:

Geography
US

Industry
Healthcare
(payers, providers, health technology firms, and federal institutions)

Vendor offering
Healthcare cloud data platform

Scope of the research

NOT EXHAUSTIVE

As part of this assessment, we will focus on cloud-based data platforms that solve for one or more of the following healthcare use cases

Healthcare interoperability	Clinical analytics	Administrative process optimization	Patient/member outcomes
FHIR interoperability	Medical data analytics	Fraud, waste, and abuse detection	Personalized care
EMR integration	Real World Data (RWD) analytics	Claims and revenue cycle management	Proactive treatment plans
Healthcare data unification	Medical imaging analytics	Staffing optimization	Patient/member engagement
IoT for healthcare	Streaming analytics		
Value-based care enablement			

Architectural qualification criteria

Data management in the cloud		Cloud data analytics and insights
Data ingestion and integration	Data storage and warehousing	Data science and advanced analytics

Data privacy, security, and governance

Overview and abbreviated summary of key messages

This report examines the healthcare cloud data platform vendor landscape and its impact on the healthcare market. It focuses on cloud data platform vendor position and growth in the healthcare market, changing market dynamics and trends, and assessment of cloud data platform vendor delivery capabilities.

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

Healthcare cloud data platform market

- The healthcare cloud data platform market has been rapidly growing since the past few years and is close to a US$5 billion opportunity. It is estimated to reach approximately US$9.5 billion by 2023, growing at a CAGR of ~25%
- With increase in volume and complexity of the healthcare data, enterprises are adopting cloud data platforms to store and manage data as well as to generate insights for enhancing business and clinical decision making. Providers are ahead of payers in terms of adopting cloud data platforms

Emerging cloud data platform trends in healthcare

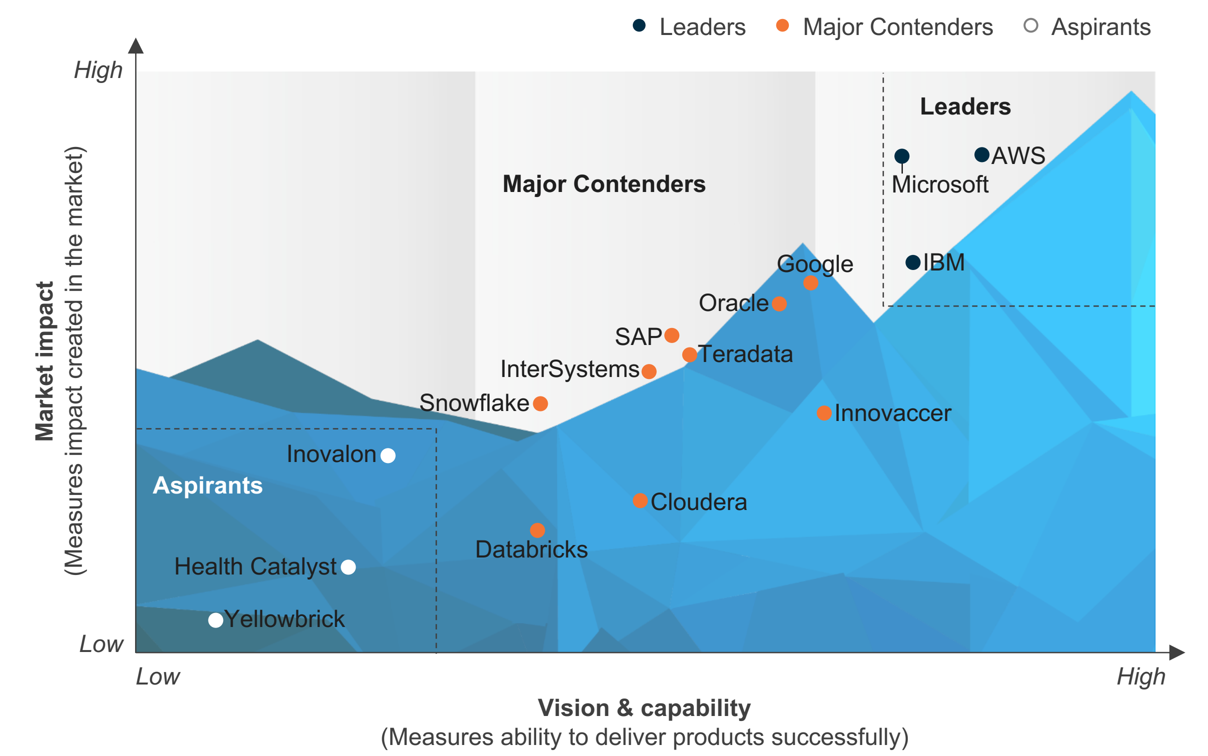
- Healthcare enterprises are adopting cloud data platforms to enable key use cases such as FHIR interoperability, personalized care, and value-based care. Data silos, data security and privacy, and budget concerns are key adoption barriers
- Cloud data platform vendors leverage their strong partner ecosystem comprising service providers and consulting firms, BI and analytics firms, enterprise and industry platform vendors, and cloud service providers, to enhance their offerings and accelerate growth in the healthcare industry

Cloud data platform vendor delivery capability

- Healthcare cloud data platform supplier landscape is characterized by broad range of players (including cloud service providers, healthcare technology vendors, data platform vendors, and enterprise platform vendors) that are helping healthcare enterprises solve for one or more use cases
- These vendors can be categorized into leaders, major contenders, and aspirants on a capability-market-share matrix. AWS, IBM, and Microsoft are the current leaders in the healthcare cloud data platforms market. However, several other cloud data platform vendors are emerging as major contenders

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

Healthcare Cloud for Healthcare – Data Platforms PEAK Matrix® Assessment 2022[1]

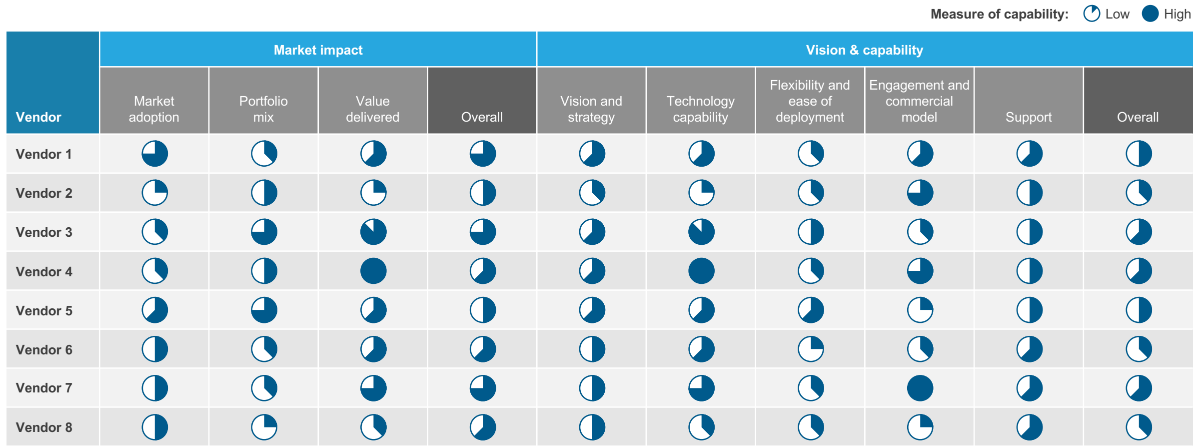


1 Assessment for Cloudera, Databricks, Google, Health Catalyst, Inovalon, Microsoft, Oracle, SAP, and Snowflake excludes platform vendor inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, platform vendor public disclosures, and Everest Group's interactions with buyers.

Source: Everest Group (2021).

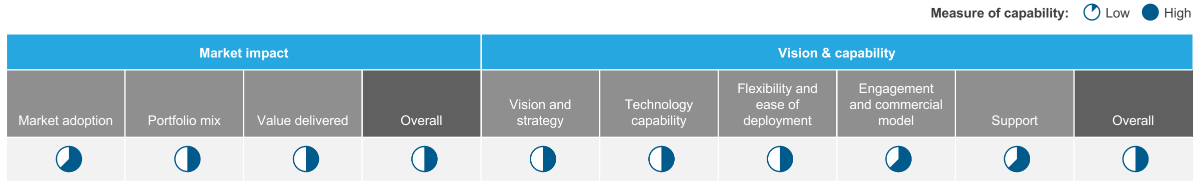
Capability assessment

Illustrative example



Everest Group's remarks on cloud data platform vendors

Illustrative example



Strengths

- The company is strengthening its data orchestration capabilities by expanding its capabilities to support unstructured data such as images, video, and texts, thereby enhancing relevance for healthcare enterprises
- To cater to highly regulated industries, such as healthcare, Vendor 1 has established policy-based control over data sets to enhance security and governance capabilities while complying with regional or industry-specific data privacy regulations

Limitations

- Demonstrate stronger vertical alignment by building healthcare-specific modules/accelerators (through healthcare-specific alliances and partnerships) to enable use cases such as provider network management and FWA claims detection
- Perceived as a premium-priced player; can look to develop more flexible pricing models to expand its clientele

Research calendar
Healthcare IT Services (ITS)

Published Planned Current release

Flagship reports	Release date
Healthcare Provider Digital Services PEAK Matrix® Assessment 2020	June 2020
Salesforce Health Cloud Services PEAK Matrix® Assessment 2020	December 2020
Healthcare Specialists PEAK Matrix® Assessment 2020	December 2020
State of the Market – Salesforce Health Cloud Services	March 2021
Healthcare Automation Services Peak Matrix® Assessment 2021	November 2021
Healthcare Analytics Services PEAK Matrix® Assessment 2021	November 2021
Cloud for Healthcare – Data Platforms PEAK Matrix® Assessment 2022	**December 2021**

Thematic reports	Release date
A Tectonic Shift in the Healthcare Market - UnitedHealth Group's Optum Acquires Change Healthcare	January 2021
A Salesforce Healthcare Services – State of the Market	March 2021
Healthcare Member Experience Transformation	July 2021
The Future of Healthcare: Accelerating Your Cloud Journey	July 2021
Healthcare Provider Enterprise Insights – Q4 2020 & Q1 2021	August 2021
Interoperability in Healthcare	September 2021
Healthcare Payer Enterprise Insights – H1 2021	September 2021
Effective Claims Operations Through Scaled Digital Adoption	November 2021

Note: For a list of all our published Healthcare ITS 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**.

Stay connected

Website
everestgrp.com

Social Media
@EverestGroup
@Everest Group
@Everest Group
@Everest Group

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