

Healthcare Provider Digital Services PEAK Matrix® Assessment 2023

December 2022: Complimentary Abstract / Table of Contents



Our research offerings

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

Healthcare Information Technology

- ▶ Application Services
- ▶ Artificial Intelligence (AI)
- ▶ Banking and Financial Services Business Process
- ▶ Banking and Financial Services Information Technology
- ▶ Catalyst™
- ▶ Clinical Development Technology
- ▶ Cloud and Infrastructure
- ▶ Contingent Staffing
- ▶ Contingent Workforce Management
- ▶ Conversational AI
- ▶ Customer Experience Management Services
- ▶ CX Excellence
- ▶ Cybersecurity
- ▶ Data and Analytics
- ▶ Digital Adoption Platforms (DAP)
- ▶ Digital Engineering Services
- ▶ Digital Services
- ▶ Digital Workplace
- ▶ Employee Experience Management (EXM) Platforms
- ▶ Employer of Record (EOR)
- ▶ Engineering Services
- ▶ Enterprise Platform Services
- ▶ Exponential Technologies
- ▶ Finance and Accounting
- ▶ Financial Services Technology (FinTech)
- ▶ Global Business Services
- ▶ Healthcare Business Process
- ▶ Healthcare Information Technology
- ▶ Human Resources Outsourcing
- ▶ Insurance Business Process
- ▶ Insurance Information Technology
- ▶ Insurance Technology (InsurTech)
- ▶ Insurance Third-Party Administration (TPA) Services
- ▶ Intelligent Document Processing (IDP)
- ▶ Interactive Experience (IX) Services
- ▶ IT Services Executive Insights™
- ▶ Life Sciences Business Process
- ▶ Life Sciences Commercial Technologies
- ▶ Life Sciences Information Technology
- ▶ Locations Insider™
- ▶ Marketing Services
- ▶ Market Vista™
- ▶ Modern Application Development (MAD)
- ▶ Mortgage Operations
- ▶ Multi-country Payroll
- ▶ Network Services and 5G
- ▶ Outsourcing Excellence
- ▶ Pricing Analytics as a Service
- ▶ Process Mining
- ▶ Procurement and Supply Chain
- ▶ Recruitment
- ▶ Retirement Technologies
- ▶ Revenue Cycle Management
- ▶ Rewards and Recognition
- ▶ Service Optimization Technologies
- ▶ Software Product Engineering Services
- ▶ Supply Chain Management (SCM) Services
- ▶ Sustainability Technology and Services
- ▶ Talent Excellence GBS
- ▶ Talent Excellence ITS
- ▶ Technology Skills and Talent
- ▶ Trust and Safety
- ▶ Value and Quality Assurance (VQA)
- ▶ 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: 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, Vice President

Priya Sahni, Practice Director

Hanupriya Nangia, Senior Analyst

Kaushik Sundar, Senior Analyst

1. Introduction and overview	6
• Research methodology	7
• Key information on the report	8
• Background of the research	9
• Scope of the research	10
2. Provider digital services market update	12
• Provider IT services market size	13
• Drivers and barriers for digital adoption	14
• Digital adoption across provider value chain	15
3. Provider digital service providers landscape	16
• Provider digital service providers – revenue vs. growth snapshot	17
• Provider digital service providers – service delivery models and deal constructs	18
4. Healthcare Provider Digital Services PEAK Matrix® characteristics	19
• PEAK Matrix framework	20
• Everest Group PEAK Matrix for healthcare provider digital services	23
• Characteristics of Leaders, Major Contenders, Aspirants, and Star Performers	24
• Provider capability summary dashboard	26
5. Enterprise sourcing considerations	30
• Leaders	30
– Accenture	31
– Cognizant	32

Contents

• Leaders (continued)	
– Deloitte	33
– HCLTech	34
– NTT DATA	35
– Optum	36
– TCS	37
• Major Contenders	38
– Atos	39
– CitiusTech	40
– DXC Technology	41
– Emids	42
– EPAM	43
– GAVS	44
– HTC Global Services	45
– IBM	46
– Infinite Computer Solutions	47
– Mindtree	48
– Persistent Systems	49
– SoftServe	50
– Tech Mahindra	51
– Wipro	52

Contents

• Aspirants	53
– Apexon	54
– Capgemini	55
– Hexaware	56
– Marlabs	57
– Mphasis	58
– Virtusa	59
6. Appendix	60
• Glossary	61
• Research calendar	62

Background of the research

Healthcare providers have historically been mired down by the legacy IT estate and regulations that have had the unfortunate consequence of incentivizing them to maintain the status quo. However, that is not an option anymore, particularly as healthcare providers scramble to meet the unprecedented needs of a world disrupted by the COVID-19 pandemic. Healthcare providers are now being forced to jump on the digital bandwagon to meet the demands faced by the healthcare ecosystem to battle this outbreak.

To support enterprises on their digital journeys, service providers are ramping up capabilities through healthcare-specific partnerships and acquisitions. This, in turn, is driving the need for research and market intelligence on demand and supply trends in healthcare provider digital services. Everest Group's healthcare ITS research program addresses this market need by analyzing demand themes and service provider capabilities in healthcare provider digital services.

In this report, we present an assessment of 27 healthcare ITS 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 provider's capability and market impact. We focus on provider digital services market size and growth, digital services themes for healthcare providers, assessment of the service providers on several capabilities and market success-related dimensions, and Everest Group's independent remarks on service providers.

This report features the following 27 leading service providers on the Healthcare Provider Digital Services PEAK Matrix®:

- **Leaders:** Accenture, Cognizant, Deloitte, NTT DATA, HCLTech, Optum, and TCS
- **Major Contenders:** Atos, CitiusTech, DXC Technology, Emids, EPAM, GAVS, HTC Global Services, IBM, Infinite Computer Solutions, Mindtree, Persistent Systems, SoftServe, Tech Mahindra, and Wipro
- **Aspirants:** Apexon, Capgemini, Hexaware, Marlabs, Mphasis, and Virtusa
- **Star Performers:** CitiusTech, EPAM, HCLTech, and HTC Global Services

Scope of this report



Geography
Global



Providers
Healthcare provider



Services
Digital services

Overview and abbreviated summary of key messages

This report examines the healthcare provider digital services provider landscape and its impact on the healthcare market. It focuses on service provider position and growth in the healthcare market, changing market dynamics and emerging provider trends, and assessment of provider delivery capabilities.

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

Healthcare provider digital services market

- There has been a strong uptick in demand for digital services in the healthcare provider market – the overall provider digital services market is close to US\$5 billion and is expected to grow at a CAGR of 8.7% between 2021 and 2025
- COVID-19 acted as a forcing function for healthcare providers to future-proof their technology estate and enable resilient business models, by focusing on digital themes such as automation, IoT, core modernization, data & analytics, security, and cloud

Emerging healthcare provider digital services trends

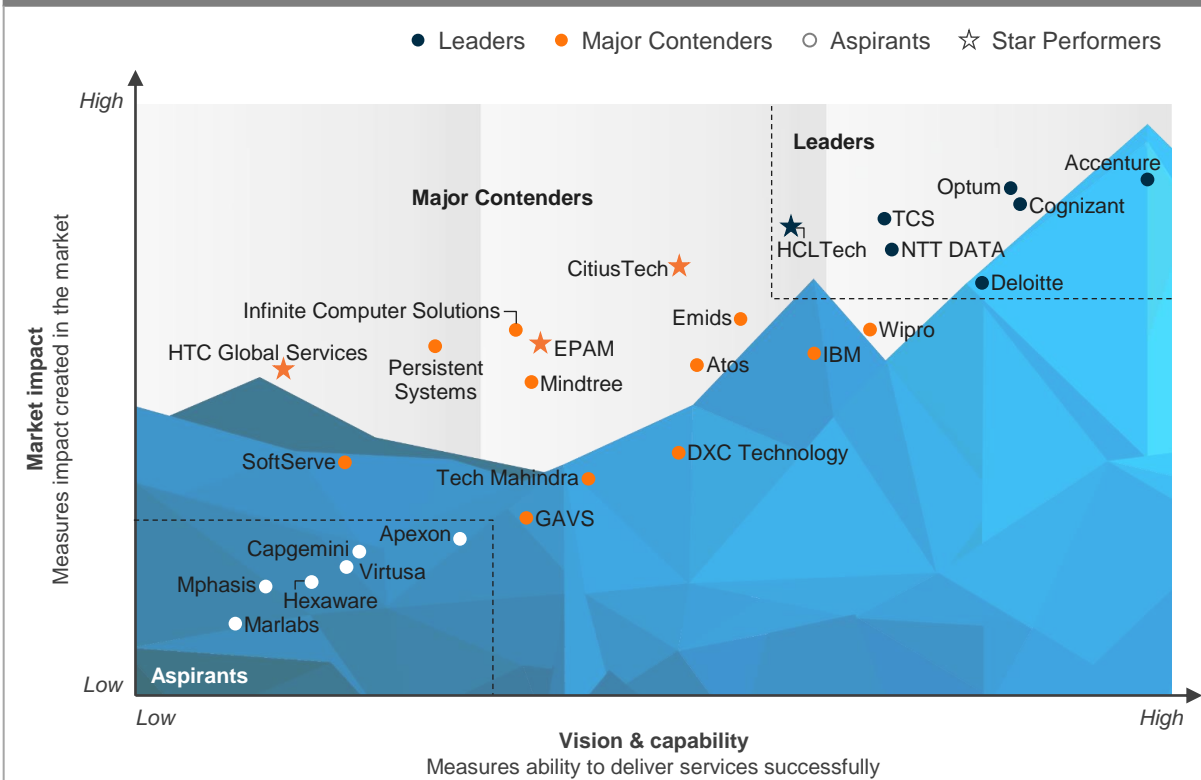
- Adoption of digital services has been observed across the provider value chain, with patient engagement and care management being the key focus areas
- Business themes such as payer-provider collaboration, interoperability, value-based care, member/patient experience, and evolving care models are driving the demand for digital adoption among providers

Healthcare provider digital service provider capability

- Less than half the service providers assessed in this study saw growth in excess of 10% in their healthcare provider digital services revenue
- The service delivery model has evolved with service providers moving toward managed services to engage clients
- Most of the service providers have an innovation focus with significant investments in digital labs, partnerships, acquisitions, and collaborations to strengthen their capabilities and further build verticalized digital offerings

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

Healthcare Provider Digital Services PEAK Matrix® Assessment 2023^{1,2}



1 Assessments for Apexon, Atos, Capgemini, Deloitte, DXC Technology, Hexaware, IBM, and Virtusa exclude service provider inputs and are based on Everest Group's proprietary Transaction Intelligence(TI) database, service provider public disclosures, and Everest Group's interactions with healthcare buyers

2 Analysis for Mindtree is based on capabilities before its merger with LT1

Source: Everest Group (2022)

Capability assessment

Illustrative example

Measure of capability: 🟡 Low ● High

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

Everest Group's remarks on providers

Illustrative example

Measure of capability: 🟡 Low ● High

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

- Provider 1 is leveraging its partner ecosystem to co-innovate and adopt a joint go-to-market strategy to enhance market access
- Provider 1 made significant investments in developing vertical-specific IPs to enable healthcare clients to adhere to mandates and unlock use cases

Limitations

- While Provider 1 is perceived as a cost-friendly player by clients, it should look to proactively explore and pitch risk-based pricing models to gain clients' trust and confidence
- Provider 1 should strive to engage with all LoBs to increase market presence and maintain a more diverse client base

Research calendar

Healthcare Information Technology

■ Published
 ■ Planned
 ■ Current release

Reports title	Release date
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
Cloud for Healthcare – Data Platforms Peak Matrix® Assessment 2022	December 2021
Healthcare Payer Digital Services PEAK Matrix® Assessment 2022	May 2022
Healthcare Payer Digital Services – Service Provider Compendium 2022	August 2022
Value-based Care – State of the Market Report 2022	September 2022
Big Tech’s Foray into Healthcare – State of the Market Report 2022	October 2022
RCM Platforms PEAK Matrix® Assessment 2023	November 2022
Healthcare Customer Experience Platforms PEAK Matrix® Assessment 2023	December 2022
Healthcare Provider Digital Services PEAK Matrix® Assessment 2023	December 2022
Healthcare Provider Digital Services – Service Provider Compendium 2023	Q1 2023
Cloud-based Core Administration Platform PEAK Matrix® Assessment 2023	Q1 2023

Note: [Click](#) to see a list of all of our published Healthcare Information Technology reports



Everest Group is a leading research firm helping business leaders make confident decisions. We guide clients through today's market challenges and strengthen their strategies by applying contextualized problem-solving to their unique situations. This drives maximized operational and financial performance and transformative experiences. Our deep expertise and tenacious research focused on technology, business processes, and engineering through the lenses of talent, sustainability, and sourcing delivers precise and action-oriented guidance. Find further details and in-depth content 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

This document is for informational purposes only, and it is being provided "as is" and "as available" without any warranty of any kind, including any warranties of completeness, adequacy, or fitness for a particular purpose. Everest Group is not a legal or investment adviser; the contents of this document should not be construed as legal, tax, or investment advice. This document should not be used as a substitute for consultation with professional advisors, and Everest Group disclaims liability for any actions or decisions not to act that are taken as a result of any material in this publication.