Everest Group®

Provider Compendium | Healthcare Information Technology

Healthcare Provider Digital Services – Provider Compendium 2023

March 2023: Complimentary Abstract / Table of Contents

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Our research offerings

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

- Amazon Web Services (AWS)
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- CX Excellence
- CXM Technology
- Cybersecurity
- Data and Analytics
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- Digital Services
- Digital Workplace
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- Employer of Record (EOR)
- Engineering Services
- Enterprise Platform Services
- Exponential Technologies
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- Financial Services Technology (FinTech)
- GBS Talent Excellence
- Global Business Services
- Google Cloud
- Healthcare Business Process
- Healthcare Information Technology
- Human Resources
- Insurance Business Process
- Insurance Information Technology
- Insurance Technology (InsurTech)
- Insurance Third-Party Administration (TPA) Services
- Intelligent Document Processing
- Interactive Experience (IX) Services
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- Life Sciences Commercial Technologies
- Life Sciences Information Technology
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- Market Vista™
- Microsoft Azure
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- Revenue Cycle Management
- Rewards and Recognition
- SAP Services
- Service Optimization Technologies
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Contents

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Contents

Introduction

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® Assessment 2023:

- **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

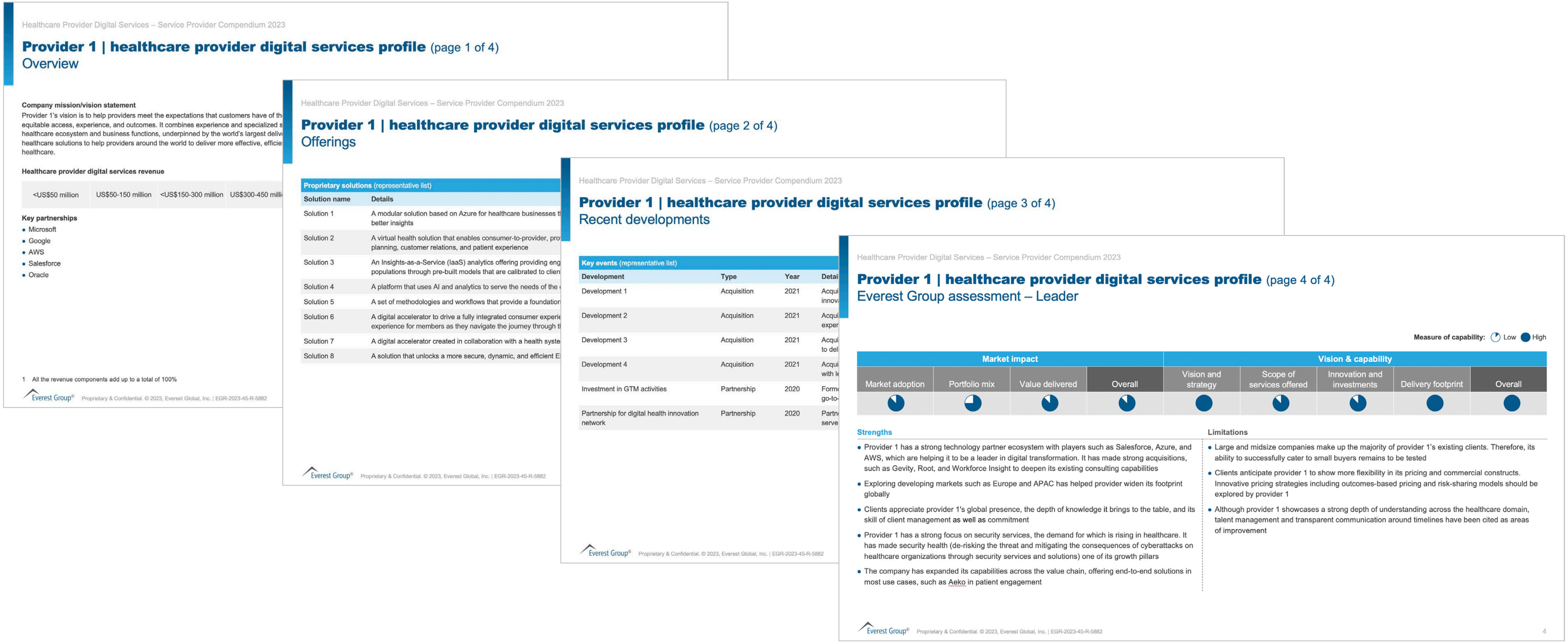
Emerging healthcare provider digital services trends

- 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

The healthcare provider digital services – service provider compendium report covers detailed profile of 27 vendors



Research calendar

Healthcare Information Technology

Published | Planned | Current release

Reports title	Release date
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 Cloud-based Core Administration Platform PEAK Matrix® Assessment 2023	March 2023
Healthcare Provider Digital Services – Provider Compendium 2023	**March 2023**
Healthcare Customer Experience Platforms – Product Vendor Compendium 2023	Q1 2023
Healthcare Cloud-based Core Administration Platform – Product Vendor Compendium 2023	Q2 2023
Healthcare Data & Analytics Services PEAK Matrix® Assessment 2023	Q2 2023
Healthcare Data & Analytics Services – Service Provider Compendium 2023	Q3 2023

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