

Healthcare Payer Digital Services – Provider Compendium 2024

March 2024: Complimentary Abstract / Table of Contents



Our research offerings

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

Payer and Provider Information Technology

- ▶ Amazon Web Services (AWS)
- ▶ Application Services
- ▶ Artificial Intelligence (AI)
- ▶ Asset and Wealth Management
- ▶ Banking and Financial Services Business Process
- ▶ Banking and Financial Services Information Technology
- ▶ Catalyst™
- ▶ Clinical Development Technology
- ▶ Cloud and Infrastructure
- ▶ Contingent Staffing
- ▶ Contingent Workforce Management
- ▶ Customer Experience Management Services
- ▶ CX Excellence
- ▶ CXM Technology
- ▶ Cybersecurity
- ▶ Data and Analytics
- ▶ Digital Adoption Platforms
- ▶ Digital Services
- ▶ Digital Workplace
- ▶ Employee Experience Management (EXM) Platforms
- ▶ Employer of Record (EOR)
- ▶ Engineering Research and Development
- ▶ Enterprise Platform Services
- ▶ Exponential Technologies
- ▶ Finance and Accounting
- ▶ Financial Services Technology (FinTech)
- ▶ Forces & Foresight
- ▶ GBS Talent Excellence
- ▶ Global Business Services
- ▶ Google Cloud
- ▶ HealthTech
- ▶ Human Resources
- ▶ Insurance Business Process
- ▶ Insurance Information Technology
- ▶ Insurance Technology (InsurTech)
- ▶ Insurance Third-Party Administration (TPA) Services
- ▶ Intelligent Document Processing
- ▶ Interactive Experience (IX) Services
- ▶ IT Services Excellence
- ▶ IT Talent Excellence
- ▶ Life Sciences Business Process
- ▶ Life Sciences Commercial Technologies
- ▶ Life Sciences Information Technology
- ▶ Locations Insider™
- ▶ Marketing Services
- ▶ Market Vista™
- ▶ Microsoft Azure
- ▶ Microsoft Business Application Services
- ▶ Modern Application Development (MAD)
- ▶ Mortgage Operations
- ▶ Multi-country Payroll
- ▶ Network Services and 5G
- ▶ Oracle Services
- ▶ Outsourcing Excellence
- ▶ Payer and Provider Business Process
- ▶ Payer and Provider Information Technology
- ▶ Price Genius – AMS Solution and Pricing Tool
- ▶ Pricing Analytics as-a-Service
- ▶ Process Intelligence
- ▶ Process Orchestration
- ▶ Procurement and Supply Chain
- ▶ Recruitment
- ▶ Retail and CPG IT Services
- ▶ Retirement Technologies
- ▶ Revenue Cycle Management
- ▶ Rewards and Recognition
- ▶ SAP Services
- ▶ Service Optimization Technologies
- ▶ Software Product Engineering Services
- ▶ Supply Chain Management (SCM) Services
- ▶ Sustainability Technology and Services
- ▶ Talent Genius™
- ▶ Technology Skills and Talent
- ▶ Trust and Safety
- ▶ Value and Quality Assurance (VQA)

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

1. Introduction and overview	5
• Research methodology	6
• Key information on the report	7
• Introduction	8
• Focus of the research	9
2. Enterprise sourcing considerations	10
• Accenture	11
• Ascendum	14
• Brillio	17
• Capgemini	20
• CitiusTech	23
• Cognizant	26
• Concentrix	29
• Conduent	32
• Deloitte	35
• DXC Technologies	38
• Emids	41
• EPAM	44
• HCLTech	47
• HTC Global Services	50
• IBM	53

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

Chunky Satija, Vice President

Priya Sahni, Practice Director

Anushriya Kardam, Senior Analyst

Kaushik Sundar, Senior Analyst

Ronak Jain, Analyst

Contents

2. Enterprise sourcing considerations (continued)	
• Infinite Computer Solutions	56
• Infosys	59
• Innova Solutions	62
• LTIMindtree	65
• Mphasis	68
• NTT DATA	71
• Optum	74
• Persistent Systems	77
• Quantiphi	80
• Smart Data Solutions	83
• SoftServe INC	87
• TCS	90
• Tech Mahindra	95
• UST	98
• Vee Technologies	101
• Virtusa	104
• Wipro	107
3. Appendix	110
• Glossary	111
• Research calendar	112

Introduction

Healthcare enterprises have made digital adoption the bedrock of their growth strategy to optimize processes, realize cost efficiencies, and enhance member experience. With the healthcare industry evolving, enterprises are leveraging digital services to unlock prominent business use cases such as social health equity and population health management and to comply with the changing regulations.

To support enterprises in their digital transformation journeys, providers are forging industry-specific partnerships and acquiring relevant companies. They are also investing in Centers of Excellence (CoEs) and innovation labs to accelerate the development of capabilities. This has driven the need for research and market intelligence on demand and supply trends in healthcare payer digital services. Everest Group's healthcare ITS research program addresses this market need by analyzing demand themes and service provider capabilities in healthcare payer digital services.

In this report, we present an assessment of 32 healthcare ITS providers. These service providers are mapped on the [Healthcare Payer Digital Services PEAK Matrix® Assessment 2023](#), which is a composite index of a range of distinct metrics related to a provider's capability and market impact. We focus on payer digital services market size and growth, digital services themes for healthcare payers, 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 32 leading service providers on the Healthcare Payer Digital Services PEAK Matrix:

- **Leaders:** Accenture, Cognizant, Deloitte, HCLTech, Infosys, NTT DATA, Optum, TCS, and Wipro
- **Major Contenders:** Brillio, Capgemini, Concentrix, Conduent, DXC Technology, Emids, EPAM, IBM, Infinite Computer Solutions, Innova Solutions, LTIMindtree, Mphasis, Smart Data Solutions, UST, and Virtusa
- **Aspirants:** Ascendum, HTC Global Services, Quantiphi, SoftServe INC, and Vee Technologies
- **Star Performers:** CitiusTech, Persistent Systems, and Tech Mahindra



Geography
Global (focus on the US)



Providers
Providers of healthcare digital services to payers



Services
Digital services

Overview and abbreviated summary of key messages

Everest Group’s Healthcare Payer Digital Services Provider Compendium 2023 provides accurate, comprehensive, and fact-based snapshots of 32 healthcare payer digital service providers. The compendium will enable providers to benchmark their capabilities against their competitors, while buyers of healthcare payer digital services will be able to assess the providers based on their desired set of capabilities.

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

Healthcare Payer Digital service provider landscape and PEAK Matrix® Assessment

Everest Group positioned 32 healthcare payer digital service providers on their proprietary PEAK Matrix® Assessment framework as:

- **Leaders:** Accenture, Cognizant, Deloitte, HCLTech, Infosys, NTT DATA, Optum, TCS, and Wipro
- **Major Contenders:** Brillio, Capgemini, Concentrix, Conduent, DXC Technology, Emids, EPAM, IBM, Infinite Computer Solutions, Innova Solutions, LTIMindtree, Mphasis, Smart Data Solutions, UST, and Virtusa
- **Aspirants:** Ascendum, HTC Global Services, Quantiphi, SoftServe INC, and Vee Technologies
- **Star Performers:** CitiusTech, Persistent Systems, and Tech Mahindra

Profiles of service providers

- The report provides an overview of each provider and outlines their key capabilities in the healthcare payer digital services marketplace
- It offers insights on provider client base, revenue base, revenue split by various parameters, case studies, consultative framework, proprietary solutions and key events
- It highlights the providers’ key strengths and limitations

The healthcare payer digital services – service provider compendium report covers detailed profile of 32 vendors

Healthcare Payer Digital Services – Provider Compendium 2024

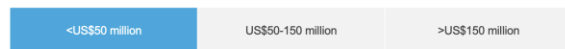
Provider 1 profile (page 1 of 3)

Overview

Company mission/vision statement

Provider 1's vision for healthcare involves utilizing its range of solutions to enhance member experiences, encourage positive behavioral shifts, and strengthen trust among payers, providers, and members.

Healthcare payer digital services revenue



Key partnerships

- XYZ
- XYZ
- XYZ
- XYZ

1 All the revenue components add up to a total of 100%

Healthcare Payer Digital Services – Provider Compendium 2024

Provider 1 profile (page 2 of 3)

Key offerings

Proprietary solutions (representative list)

Solution name	Details
XYZ	A chatbot development platform that enables enterprises to help build scalable, end-to-end chatbot solutions, add-ons, integrations, and custom development to fit the needs of larger and more complex business models
XYZ digital enablement solution	A solution that streamlines the interaction between payers and brokers by providing a unified digital experience

NOT EXHAUSTIVE

Healthcare Payer Digital Services – Provider Compendium 2024

Provider 1 profile (page 3 of 3)

Recent developments

NOT EXHAUSTIVE

Key events (representative list)

Development	Type	Year	Details
XYZ	Partnership	2023	Partnered with XYZ, which specializes in Integration Platform-as-a-Service (PaaS), including API management, Master Data Management (MDM), workflow automation, and data cataloging and preparation; the partnership aims to help companies improve efficiencies while reducing costs and creating new business opportunities
XYZ	Partnership	2021	Partnered with XYZ, an enterprise AI company, to accelerate trusted AI deployments for the healthcare, FinTech, and retail/e-commerce verticals; XYZ will provide its trusted AI software while Ascendum will provide the services and certified developers required to build AI-powered solutions and use cases that meet the unique needs of customers within these markets.
XYZ	Solution launch	2021	Launched XYZ – a chatbot development platform that enables enterprises to help build scalable, end-to-end chatbot solutions, add-ons, integrations, and custom development to fit the needs of larger and more complex business models

Research calendar

Payer and provider information technology

Published Planned Current release

Reports title	Release date
Healthcare Data and Analytics Services PEAK Matrix® Assessment 2023	May 2023
What Drives Payers' Expenditures on Care Management?	June 2023
Care Management Trailblazers	July 2023
Healthcare Data and Analytics Services – Provider Compendium 2023	Aug 2023
Rising adoption of Home-based Healthcare Solutions	Sept 2023
Patient Engagement Platforms PEAK Matrix® Assessment 2023	October 2023
Revenue Cycle Management (RCM) Platforms PEAK Matrix® Assessment 2023	November 2023
Healthcare Payer Digital Services PEAK Matrix® Assessment 2023	December 2023
Healthcare Payer Digital Services – Provider Compendium 2024	March 2024
Care Management Platforms PEAK Matrix® Assessment 2024	Q1 2024
Healthcare Industry Cloud Services PEAK Matrix® Assessment 2024	Q2 2024
Claims Management Platforms in Revenue Cycle Management PEAK Matrix® Assessment 2024	Q3 2024
Healthcare Customer Experience Platforms PEAK Matrix® Assessment 2024	Q3 2024
Provider Digital Services PEAK Matrix® Assessment 2024	Q3 2024

Note: [Click](#) to see a list of all of our published Payer and Provider 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

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
+1-214-451-3000

Website
everestgrp.com

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

Blog
everestgrp.com/blog

NOTICE AND DISCLAIMERS

IMPORTANT INFORMATION. PLEASE REVIEW THIS NOTICE CAREFULLY AND IN ITS ENTIRETY. THROUGH YOUR ACCESS, YOU AGREE TO EVEREST GROUP'S TERMS OF USE.

Everest Group's Terms of Use, available at www.everestgrp.com/terms-of-use/, is hereby incorporated by reference as if fully reproduced herein. Parts of these terms are pasted below for convenience; please refer to the link above for the full version of the Terms of Use.

Everest Group is not registered as an investment adviser or research analyst with the U.S. Securities and Exchange Commission, the Financial Industry Regulatory Authority (FINRA), or any state or foreign securities regulatory authority. For the avoidance of doubt, Everest Group is not providing any advice concerning securities as defined by the law or any regulatory entity or an analysis of equity securities as defined by the law or any regulatory entity.

All Everest Group Products and/or Services are for informational purposes only and are provided "as is" without any warranty of any kind. You understand and expressly agree that you assume the entire risk as to your use and any reliance upon any Product or Service. Everest Group is not a legal, tax, financial, or investment advisor, and nothing provided by Everest Group is legal, tax, financial, or investment advice. Nothing Everest Group provides is an offer to sell or a solicitation of an offer to purchase any securities or instruments from any entity. Nothing from Everest Group may be used or relied upon in evaluating the merits of any investment. Do not base any investment decisions, in whole or part, on anything provided by Everest Group.

Products and/or Services represent research opinions or viewpoints, not representations or statements of fact. Accessing, using, or receiving a grant of access to an Everest Group Product and/or Service does not constitute any recommendation by Everest Group that recipient (1) take any action or refrain from taking any action or (2) enter into a particular transaction. Nothing from Everest Group will be relied upon or interpreted as a promise or representation as to past, present, or future performance of a business or a market. The information contained in any Everest Group Product and/or Service is as of the date prepared, and Everest Group has no duty or obligation to update or revise the information or documentation. Everest Group may have obtained information that appears in its Products and/or Services from the parties mentioned therein, public sources, or third-party sources, including information related to financials, estimates, and/or forecasts. Everest Group has not audited such information and assumes no responsibility for independently verifying such information as Everest Group has relied on such information being complete and accurate in all respects. Note, companies mentioned in Products and/or Services may be customers of Everest Group or have interacted with Everest Group in some other way, including, without limitation, participating in Everest Group research activities.