Healthcare Industry Cloud Services – Provider Compendium 2024

September 2024: Complimentary Abstract / Table of Contents

Provider Compendium
Payer and Provider Information Technology

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Introduction

The healthcare industry is currently experiencing a significant increase in investments in cloud services to enable the implementation of use cases in key areas such as health data analytics, value-based care, population health, and interoperability. As healthcare enterprises embark on their next growth phase, industry cloud is expected to drive cloud spend among enterprises to future-proof the technology estate and rethink their value delivery to end-customers.

Although payers are still ahead of providers in cloud adoption, providers are quickly catching up; this trend has partly been accelerated by the pandemic. Service providers have also realized this market need; and to support enterprises on their digital transformation journeys, they are forging industry-specific partnerships. They are also investing in Centers of Excellence (CoEs) and innovation labs to accelerate the development of cloud capabilities.

In this report, we present an assessment and detailed profiles of 34 IT services providers for their cloud services capabilities.

The assessment is based on Everest Group's annual RFI process for calendar year 2023, interactions with leading cloud services providers, client reference checks, and an ongoing analysis of the cloud services market.

This report includes the profiles of the following 34 leading service providers: ABSYZ, Accenture, Apexon, Birlasoft, Capgemini CitiusTech, Cloud4C, Cognizant, Deloitte, DXC Technology, Emids, EPAM, Eviden, EXL Services, Harman DTS, HCLTech, IBM, Infinite Computer Solutions, Infosys, LTIMindtree, Mastek, Mphasis, Nordic Consulting, NTT DATA, Optum, Persistent Systems, Rackspace Technology, RCG, SoftServe, TCS, Tech Mahindra, UST, Virtusa, Wipro

Scope of this report

Geography: global

Industry: healthcare

Services: healthcare cloud services

Overview and abbreviated summary of key messages

This report examines the global healthcare industry cloud services provider landscape and its impact on the healthcare market. It focuses on provider position and growth in the healthcare market, changing market dynamics and emerging provider trends, and assessment of provider delivery capabilities. It also identifies the key implications of the research findings for buyers and service providers.

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

Healthcare industry cloud services market

- There has been a strong uptick in the demand for cloud services in the healthcare market – the overall healthcare industry cloud services market is close to US$7.1 billion and is expected to grow at a CAGR of 10-12% between 2023 and 2026
- Payers are currently leading the race in cloud adoption, but providers are quickly catching up. Providers still have significant room for growth compared to payers in their utilization and comprehension of cloud solutions, presenting a substantial opportunity for expansion in this area

Emerging healthcare industry cloud services trends

- While the conventional focus was solely on cost optimization and improving operational efficiency, healthcare enterprises are now prioritizing the improvement of health outcomes and customer experience by leveraging cloud
- The healthcare industry is experiencing increased investments in cloud-native applications to enable use cases in areas such as patient engagement, prior authorization, and value-based care

Healthcare industry cloud service provider capability

- Service providers have also realized the growth in demand for industry cloud services; and to support enterprises on their digital transformation journeys, they are forging industry-specific partnerships
- They are also investing in Centers of Excellence (CoEs) and innovation labs to accelerate the development of cloud capabilities

The healthcare payer digital services – service provider compendium report covers detailed profile of 34 vendors


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Provider 1 profile (page 1 of 4)
Overview

Vision for healthcare industry cloud services
Provider 1 in collaboration with ABC, stands at the forefront of healthcare IT services b
through seamless industry cloud adoption. Its vision combines holistic transformation th
beyond conventional cloud migration, leveraging technology and healthcare expertise.
enhancing resiliency, reducing costs, and ultimately improving patient care through its i
services.

Revenue attributed to industry cloud services portfolio for healthcare clients (C

<US$50 million	US$50-100 million	US$100-200 million	>U

Delivery footprint

Region	Key countries/cities
North America	N/A
United Kingdom	N/A
Europe	N/A
Asia Pacific	N/A
RoW	N/A

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Provider 1 profile (page 2 of 4)
Key investments

Key cloud specific investments in proprietary solutions/tools/frameworks and ta

Solutions/Tools/Frameworks	Details
Investments in coe and innovation centers	Its cloud CoE serves as a hub of innovatio operational efficiency and cost optimizatio
Investments in coe and innovation centers	It has set up cloud CoEs to bring about a

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Provider 1 profile (page 3 of 4)
Key investments

Other key cloud-specific investments in acquisitions, JVs, and partnerships (su

Partnerships/alliances/acquisitions/JVs	Details
Partner 1	It was developed in May 2022, through a j healthcare cloud space.
Partner 2	Consulting partner: As a systems integrati technology.
Partner 3	It provides professional services including Development Funds (MDF), Migration Acc and training.
Partner 4	It enables to provide IT services to custom application development.
Partner 5	It provides professional services including

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Provider 1 profile (page 4 of 4)
Case studies

CASE STUDY 1
Streamlined administrative tasks and enhanced performance

Business challenge
The client wanted to reduce administrative burden and improve performance relating to risk adjustment. It wanted to gain an accurate picture of members and provide a complete picture of those members' conditions to provider-partners.

Solution and Impact
Provider automated bi-directional information exchange, enhancing member status visualization, and implemented features such as clinical data exchange, image exchange, additional detail requests, and risk adjustment. Ongoing integration of features such as HEDIS/Quality, prior authorization, and utilization management is in progress, with a record implementation time of five months. The solution is hosted on platform, facilitating monthly billing cycles, and fostering increased collaboration among provider-partners.

CASE STUDY 2
Helped migrate EHRs to cloud

Business challenge
The client wanted to transition EHRs from on-premises datacenters to the cloud to enhance agility, security, and scalability. It aimed to expedite modernization objectives through digital transformation initiatives. It aimed to optimize and manage costs by monitoring and predicting consumption patterns effectively.

Solution and Impact
It delivered a customized approach tailored to the client's unique needs, facilitating rapid migration of critical healthcare applications from datacenters to the cloud for healthcare. It employed automated deployment methodologies with Azure DevOps, reducing datacenter costs by 30% and achieving a 40% cost reduction through cross-platform implementation and management. The implementation of automated deployment improved time-to-value, while a tailored pricing model aligned with the client's requirements. On-time/on-budget delivery led to a >30% improvement in CSAT.

CASE STUDY 3
AWS cloud migration for a leading healthcare organization

Business challenge
The client was looking for process improvements, quality, cloud, and digital transformation to positively impact business growth in an outcome-based model.

Solution and Impact
It executed a seamless migration of on-premises PostgreSQL to AWS RDS PostgreSQL, utilizing AWS DMS and native migration. It was secured using AWS KMS, resulting in a 25% reduction in the total cost of ownership. The transition was facilitated smoothly, with high performance instances capable of delivering up to 20,000-25,000 I/O operations in production environments.

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Research calendar

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Published Current release Planned

Reports title	Release date
Patient Engagement Platforms PEAK Matrix® Assessment 2023	October 2023
Revenue Cycle Management (RCM) Platforms PEAK Matrix® Assessment 2023	November 2023
Transforming Healthcare through Generative AI: A Game-changing Impact	December 2023
Healthcare Payer Digital Services PEAK Matrix® Assessment 2023	December 2023
Importance of IT Security Amid Evolving Care Models in Healthcare and Life Sciences	February 2024
Healthcare Payer Digital Services – Provider Compendium 2024	March 2024
Member Engagement Trailblazers	April 2024
Revenue Cycle Management (RCM) Platforms – Provider Compendium 2024	April 2024
Healthcare Patient Engagement Platforms – Provider Compendium 2024	April 2024
Rise of Analytics in Claims Management	June 2024
Care Management Platforms PEAK Matrix® Assessment 2024	June 2024
Healthcare Industry Cloud Services PEAK Matrix® Assessment 2024	June 2024
Healthcare Industry Cloud Services – Provider Compendium 2024	September 2024
Patient and Member Engagement Technology	Q3 2024
Care Management Platforms – Provider Compendium 2024	Q3 2024
Patient and Member Engagement Platforms PEAK Matrix® Assessment 2024	Q4 2024

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