Healthcare Provider Digital Services PEAK Matrix® Assessment 2024

December 2024: Complimentary Abstract / Table of Contents

PEAK MATRIX®

Payer and Provider Information Technology

Everest Group®

Our research offerings

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

Payer and Provider Information Technology

- Advanced SciTech
- 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
- Contract Research Organization Services
- Customer Experience Management Services
- CX Excellence
- CXM Technology
- Cybersecurity
- Cyber Threat Detection and Response
- 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 Crime and Compliance
- 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
- Lending and Mortgages
- 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)
- Multi-country Payroll
- Network Services and 5G
- Oracle Services
- Outsourcing Excellence
- Payer and Provider Business Process
- Payer and Provider Information Technology
- Payment Integrity Solutions
- Price Genius – AMS Solution and Pricing Tool
- Pricing Analytics as a Service
- Process Intelligence
- Process Orchestration
- Procurement and Supply Chain
- Recruitment
- Retail and CPG
- 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

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

Priya Sahni, Vice President
Kaushik S, Practice Director
Amala Varsheni KK, Senior Analyst
Devjeet Rath, Senior Analyst

Contents

Introduction

Healthcare providers have historically been bogged 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 market disrupted by workforce shortage, evolving regulations, and security threat landscape.

Service providers are ramping up capabilities through healthcare-specific partnerships and acquisitions to support enterprises on their digital journeys. This, in turn, drives 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 35 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 the provider digital services market size and growth, digital services themes for healthcare providers, assessment of service providers on several capabilities and market success-related dimensions, and Everest Group's independent remarks on service providers.

This report includes the profiles of the following 35 leading service providers featured on the Healthcare Provider Digital Services PEAK Matrix:

- **Leaders:** Accenture, Cognizant, Deloitte, HCLTech, NTT DATA, Optum, TCS
- **Major Contenders:** Apexon, Capgemini, CitiusTech, DXC Technology, Emids, EPAM, Eviden, EXL, GAVS Technologies, Hitachi Digital Services, HTC Global Services, IBM, Infinite Computer Solutions, Innova Solutions, LTIMindtree, Mastek, Persistent Systems, R Systems, SoftServe, Tech Mahindra, Virtusa, Wipro
- **Aspirants:** Hexaware, Indium, Jade Global, Marlabs, Mirketa, Mphasis

Scope of this report

Geography: Global

Industry: healthcare provider

Services: digital services

Overview and abbreviated summary of key messages

This report examines the global healthcare provider digital services 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 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$6 billion and is expected to grow at a CAGR of 5.6% between 2023 and 2028
- Generative AI is driving the transformation of digital healthcare by improving efficiency, personalizing care, offering predictive insights, ensuring compliance, and enabling scalable, collaborative solutions that enhance patient outcomes

Emerging healthcare provider digital services trends

- While the conventional focus was solely on provider reimbursement rates and improving operational efficiency, healthcare enterprises are now prioritizing the improvement of health outcomes and customer experience by leveraging technology
- The healthcare industry is experiencing increased investments in AI and analytics to enable use cases in areas such as patient engagement, care management, and value-based care

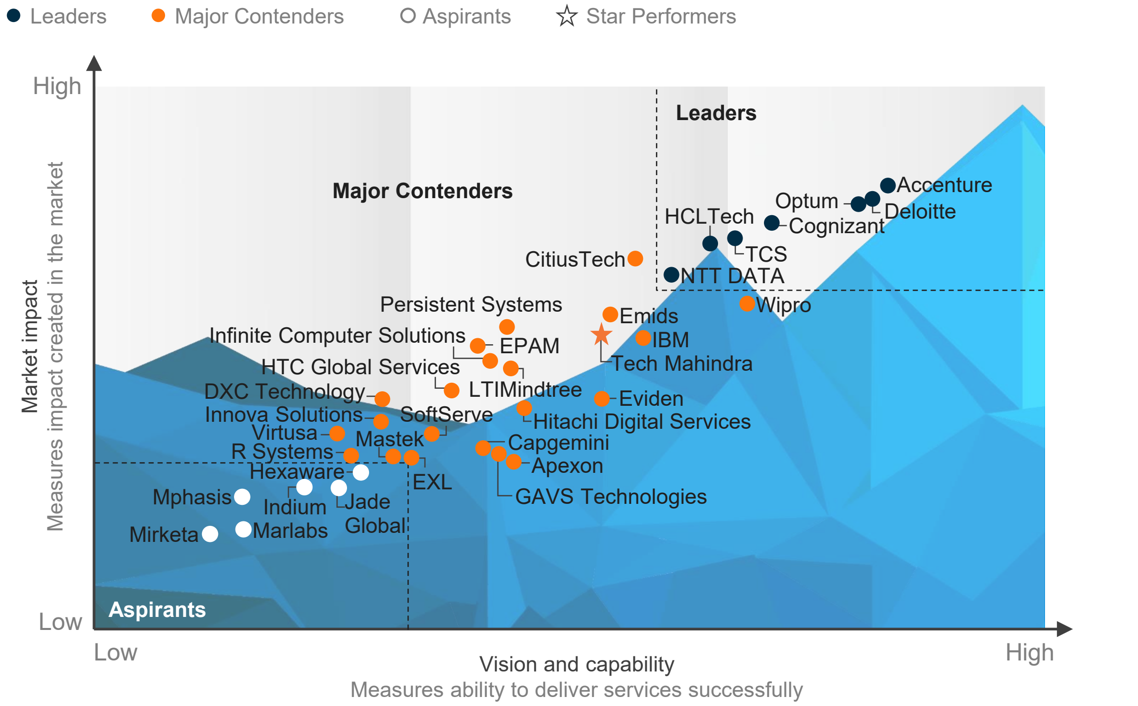
Healthcare provider digital service provider capability

- Service providers have also realized the growth in demand for healthcare provider digital 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 provider digital capabilities

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

Everest Group PEAK Matrix® Assessment 2024

Everest Group Healthcare Provider Digital Services PEAK Matrix® Assessment 2024[1]

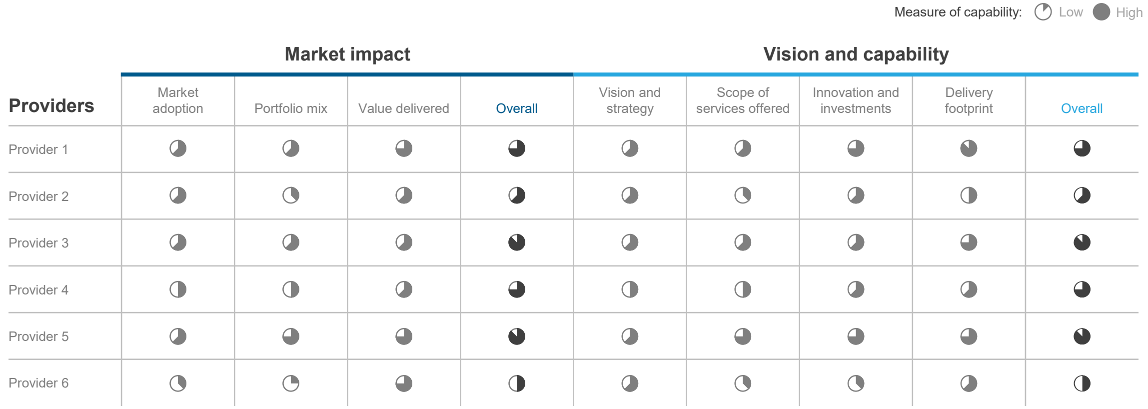


1 Assessments for Deloitte, EPAM, Hexaware, IBM, Marlabs, Mphasis, Optum, and Wipro exclude service provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group's interactions with healthcare buyers

Source: Everest Group (2024)

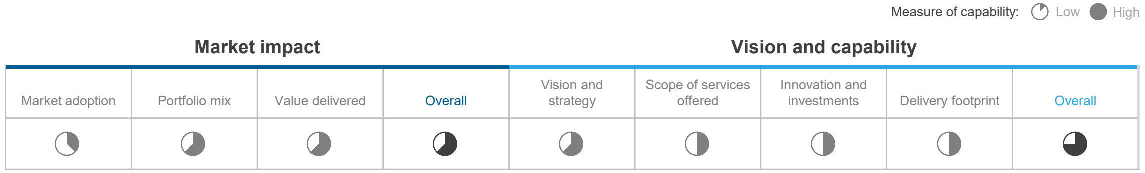
Capability assessment

Illustrative example



Everest Group's remarks on providers

Illustrative example



Strengths

- Provider 1 has invested in developing IP/frameworks across various segments of the provider value chain. It has made investments in niche areas such as hospital-at-home and medical imaging analytics to distinguish itself from its peers
- Provider 1 has a strong presence among large healthcare providers including health systems and stand-alone clinics/hospitals in the North American region

Limitations

- Provider 1 has made significant investments in enhancing its digital portfolio, but it could focus on demonstrating more proof points and create thought leaderships of those capabilities
- It can look to offer innovative price constructs such as risk-based or outcome-based models more proactively to provide price flexibility to clients

Research calendar

Payer and Provider Information Technology

Published Current release Planned

Reports title	Release date
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 Provider Digital Services PEAK Matrix® Assessment 2024	December 2024
Revenue Cycle Management (RCM) Platforms PEAK Matrix® Assessment 2024	Q4 2024
Care Management Platforms – Provider Compendium 2024	Q4 2024
Patient and Member Engagement Platforms PEAK Matrix® Assessment 2024	Q4 2024
Key Trends in the Europe and Asia-Pacific Healthcare Markets	Q1 2025
Patient and Member Engagement Platforms Provider Profile Compendium 2024	Q1 2025
Healthcare Data, Analytics, and AI Services PEAK Matrix® Assessment 2025	Q1 2025

Note: Click to see a list of all of our published Payer and Provider Information Technology reports

Stay connected

Dallas (Headquarters)	Bangalore	Delhi	London	Toronto
info@everestgrp.com	india@everestgrp.com	india@everestgrp.com	unitedkingdom@everestgrp.com	canada@everestgrp.com
+1-214-451-3000	+91-80-61463500	+91-124-496-1000	+44-207-129-1318	+1-214-451-3000

Website
everestgrp.com

Blog
everestgrp.com/blog

Follow us on

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**.

Everest Group®
With you on the journey