Healthcare Analytics Services PEAK Matrix™ Assessment with Service Provider Landscape – 2019

Healthcare & Life Sciences Business Process Services (HLS BPS) Market Report – December 2018: Complimentary Abstract / Table of Contents

EGR-2018-20-CA-2898

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Custom research capabilities

- Benchmarking | Pricing, delivery model, skill portfolio
- Peer analysis | Scope, sourcing models, locations
- Locations | Cost, skills, sustainability, portfolio – plus a tracking tool
- Tracking services | Service providers, locations, risk
- Other | Market intelligence, service provider capabilities, technologies, contract assessment

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Background and methodology of the research

Background of the research

The labor arbitrage model is steadily reaching a point where enterprises have to look toward other avenues to continue benefit from outsourcing. Digital technologies, such as analytics, are a potential solution for buyers to improve process efficiency while lowering cost (in long term).

The healthcare analytics services market is growing at a double-digit rate, with demand coming not only from traditional administrative segment (claims management) but also from newer areas such as care management and member engagement. As a result, supplier landscape is filled with a multitude of players offerings these services under different models. The report will explore some of these leading players in the healthcare analytics services market.

In this research, we will analyze the healthcare analytics services landscape with focus on:

- Relative positioning of 18 service providers on Everest Group's PEAK Matrix for healthcare analytics services
- Analysis of service providers' market share
- Everest Group's analysis of service providers' strengths and areas of improvement

The scope and methodology of this report include:

Coverage across 18 healthcare analytics services providers: Accenture, EXL, IBM, Optum, Cognizant, Conduent, DXC Technology, Genpact, HCL, NTT DATA, R1 RCM, Sutherland, Wipro, WNS, Capgemini, CGI, Omega Healthcare, and Shearwater Health

Overview and abbreviated summary of key messages

This report uses Everest Group's proprietary PEAK Matrix™ to assess and rate service providers on various dimensions of their capabilities. It also includes market share analysis of service providers and Everest Group's remarks on service providers highlighting their key strengths and development areas.

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

Everest Group PEAK Matrix for healthcare analytics services

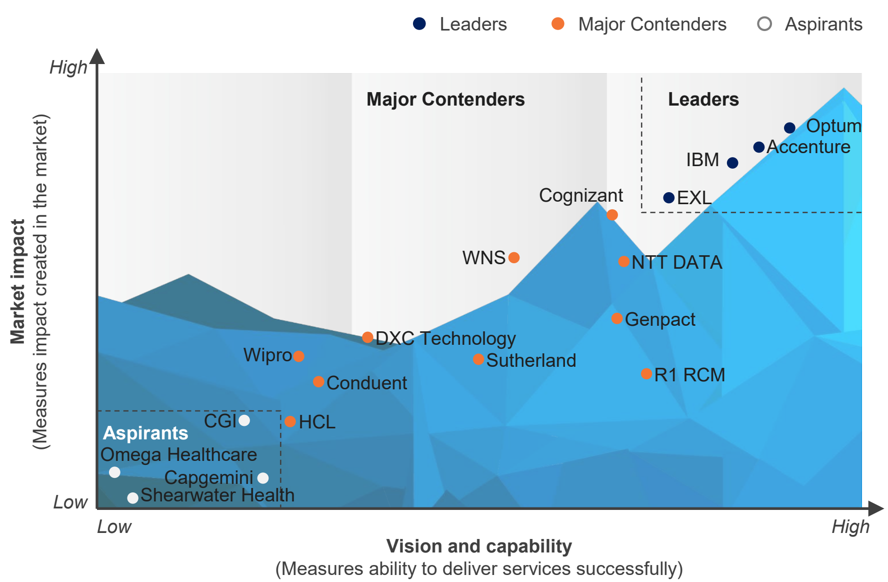
- Everest Group classified 18 healthcare analytics services providers on the Everest Group PEAK Matrix into the three categories of Leaders, Major Contenders, and Aspirants. The PEAK Matrix is a framework to assess the absolute market success and overall capability of service providers
- Leaders: There are four service providers in the Leaders category – Accenture, EXL, IBM, and Optum
- Major Contenders: The Major Contenders category has 10 service providers – Cognizant, Conduent, DXC Technology, Genpact, HCL, NTT DATA, R1 RCM, Sutherland, Wipro, and WNS
- Aspirants: Capgemini, CGI, Omega Healthcare, and Shearwater Health are Aspirants on the PEAK Matrix for healthcare analytics services

Key insights on healthcare analytics services market shares

- IBM, Optum, DXC Technology, and Accenture are the four largest healthcare analytics services providers by revenue
- Other service providers, such as EXL and Cognizant, are growing at a significant pace and reducing the gap with the largest players
- Top five providers, i.e., IBM, Optum, Cognizant, Accenture, and DXC Technology, account for over 75% of the healthcare analytics services clients
- WNS, EXL, and Cognizant witnessed service line growth of over 40% (12 months ending December 2017), by revenue
- Accenture, IBM, Cognizant, and Optum accounted for over 60% of the 2016-2017 revenue growth in healthcare analytics services market, driven in part by their high revenue base

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

Everest Group PEAK Matrix™ for Healthcare Analytics Services 2019



1 Service providers scored using Everest Group's proprietary scoring methodology

Note: Assessment for Capgemini, CGI, Conduent, DXC Technology, IBM, R1 RCM, Shearwater Health, Sutherland, and Wipro excludes service provider inputs and is based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interactions with buyers

Source: Everest Group (2018)

Capability assessment

Illustrative example

Measure of capability: High Low

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

Everest Group's remarks on service providers

Illustrative example

Measure of capability: High Low

Market impact				Vision & capability				
Market adoption	Portfolio mix	Value delivered	Overall	Scope of services offered	Innovation and investments	Delivery footprint	Vision and strategy	Overall

Strengths

- Service provider 1, has a robust delivery presence in Asia Pacific with multiple delivery centers in India, Australia, the Philippines, and China, enabling it to service client requirements efficiently
- It has a good number of multi-country as well as single-country clients across the world

Areas of improvement

- Service provider 1 should increase offerings of value-added services such as employer branding, talent communities and workforce planning
- It should try to expand into larger multi-country deals and also scout for engagements in other Asia Pacific markets to strengthen its presence in the region

Research calendar – Healthcare and Life Sciences BPS

Published | Planned | Current release

Flagship HLS BPO reports	Release date
Healthcare Payer BPO: Service Provider Profile Compendium 2018	January 2018
Healthcare Report Card 2017: Enterprise Initiatives and Service Provider Performance	March 2018
Life Sciences Report Card 2017: Enterprise Initiatives and Service Provider Performance	March 2018
Healthcare Payer Annual Report: Payers Look at Digital to Reinvent in a Turbulent Healthcare Market	March 2018
Healthcare Provider Market: Addressing Issues Beyond Value-based Care	March 2018
What Healthcare Providers Need to Do to Address Myriad Challenges	March 2018
Healthcare Provider BPO Market – Deal Trends Report 2018	June 2018
Healthcare Payer BPO Market – Deal Trends Report 2018	June 2018
Healthcare Analytics Services PEAK Matrix™ with Service Provider Landscape – 2019	**December 2018**
Healthcare Automation Services PEAK Matrix™ Assessment with Service Provider Landscape - 2019	Q1 2019
Healthcare Payer BPO Services PEAK Matrix™ Assessment with Service Provider Landscape - 2019	Q1 2019

Thematic HLS BPO reports	
Innovation in Pharmacovigilance (PV): How to Spend Smarter Not Higher?	June 2017
Rising Cost of Healthcare in the United States: Can Analytics Help?	August 2017
Pharma Sales & Marketing: Old Strategies Into New Methods | Focus on Transmutation Rather Than Transformation	June 2018
Key Growth Areas in RCM	Q1 2019

Note: For a list of all HLS BPO reports published by us, please refer to our website page

Additional Healthcare and Life Sciences BPS research references

The following documents are recommended for additional insights into the topic covered in this report. The recommended documents either provide additional details or complementary content that may be of interest

1. **Healthcare Payer BPO – Service Provider Landscape with PEAK Matrix™ Assessment 2018** (EGR-2017-12-R-2455); 2017. Inability of the new administration to either replace or decide upon keeping the ACA is leading to a high degree of uncertainty. This report uses Everest Group's proprietary Services PEAK Matrix to assess and rate service providers on various dimensions of their capabilities. It also includes market share analysis of service providers and Everest Group's remarks on service providers highlighting their key strengths and development areas

2. **Healthcare Provider BPO – Service Provider Landscape with Services PEAK Matrix™ Assessment 2017** (EGR-2017-12-R-2427); 2017. Rising administrative cost is putting significant pressure on the profitability of healthcare providers. Additionally, the entire healthcare provider industry is also facing headwinds from a market shift towards value-based payment models. Both these megatrends have multi-fold impact on the healthcare provider market and are giving rise to emergence of outsourcing as a solution

3. **Innovation in Pharmacovigilance – How to Spend Smarter Not Higher** (EGR-2017-12-V-2195); 2017. Despite spending billions of dollars, lack of drug-related Adverse Event (AE) reporting and subsequent drug safety breaches continue to impact millions of lives and cause financial losses. Pouring more money into their Pharmacovigilance (PV) arms is no longer an efficient solution, so this report discusses what pharmaceutical companies can do to get out of this quagmire

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