



# IBM Global Services Healthcare Payer BPO

Vendor Assessment  
Report Abstract

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Healthcare Payer BPO  
Industry Sector Analyst  
NelsonHall

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[research.nelson-hall.com](http://research.nelson-hall.com)





## Who Is This Vendor Assessment For?

NelsonHall's Healthcare Payer profile on IBM Global Services ('IBM') is a comprehensive assessment of IBM's offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of healthcare payer services to serve the healthcare payer sector and identifying vendor suitability for healthcare payer RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector

## Key Findings & Highlights

This NelsonHall vendor assessment analyzes IBM's offerings and capabilities in the healthcare payer sector.

IBM is one of a number of Healthcare Payer companies analyzed in this comprehensive industry analysis.

IBM Global Services operates its healthcare payer BPO services within its Healthcare vertical segment.

IBM has been supporting healthcare payer clients for ~10 years. It started by providing claims management and IT services to payers, later adding provider management, member management and online help services to its offerings.

IBM also is investing heavily in analytics, both to expand its offerings and to improve delivery for its BPO clients and as a stand-alone service. Analytics has emerged as an important aspect of its competitive strategy for winning new payer business.

Claims management has been the foundation of IBM's healthcare payer BPO offerings with this service adopted by all of IBM's payer BPO clients.

IBM emphasizes business process management as central to its value proposition in healthcare payer BPO.

IBM's approach to growing payer services is two-fold: expanding its offerings and improving delivery. In terms of expanding its offerings, IBM aspires to do more front office work for payers, especially in the area of member services.

## Scope of the Report

The report provides a comprehensive and objective analysis of IBM's Healthcare Payer offerings and capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, weaknesses, and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery locations.



## Contents

1.	Background
2.	Revenue Summary
3.	Key Offerings
4.	Delivery Capability and Partnerships
5.	Target Markets
	5.1 Current Clients
	5.2 Market Focus
6.	Strategy
7.	Strengths & Challenges
	7.1 Strengths
	7.2 Challenges
8.	Outlook

## Report Length

7 pages

## Healthcare Payer Vendor Assessments also available for:

Accenture, CSC, Dell, Genpact, HP Enterprise Services, Infosys, WNS, Xerox