



Targeting CMS in the Healthcare Industry Sector

Market Analysis
Abstract

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Who Is This Report For?

NelsonHall's "Targeting CMS in Healthcare" report is a comprehensive market assessment report designed for:

- Sourcing managers, specifically within healthcare payers and healthcare providers, investigating sourcing developments within customer management services in the healthcare sector
- Operational decision makers exploring the benefits and inhibitors of customer management services in the healthcare sector
- Vendor marketing, sales and business managers developing strategies to target CMS opportunities within the healthcare sector
- Financial analysts and investors specializing in the IT services and BPO sector, including customer management services.

Scope of the Report

This report analyzes the market for customer management and related services within healthcare payers and healthcare providers. The report addresses the following questions:

- What is the current and future market for customer management services in the healthcare sector?
- What are the customer requirements within the healthcare sector and how are they changing?
- What are the benefits / results vendors have been able to achieve for their clients?
- What services are healthcare organizations buying from customer management service vendors?
- What is the size and growth of the customer management services market?
- Who are the leading vendors within customer management services for healthcare payers and providers?
- What are the vendor selection criteria, challenges and critical success factors for vendors targeting customer management services in the healthcare sector?



Key Findings & Highlights

NelsonHall's market analysis of customer management services in the healthcare sector consists of 62 pages.

The support of U.S. commercial healthcare payers dominates the use of CMS in the healthcare sector, with healthcare payers requiring a combination of member and provider care, including enrollment and eligibility, and claims adjudication and processing.

Contents

1. Changing Shape of CMS in Healthcare
2. Customer Requirements
3. Market Size and Vendor Market Shares
4. Vendor Offerings and Targeting
5. CMS Delivery in Healthcare
6. Challenges and Success Factors
7. Appendix I – Vendors Researched

Report Length

62 pages, consisting of 6 chapters

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Vendors researched

Concentrix

Convergys

EGS

EXL

HGS

Sitel

Sutherland Global Services

Sykes

Teleperformance

TeleTech