



Healthcare Payer BPS

Cognizant

Report Abstract

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John Willmott

CEO

NelsonHall

12 pages

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Who is this Vendor Assessment for?

NelsonHall's Healthcare Payer BPS profile on Cognizant is a comprehensive assessment of Cognizant's offerings and capabilities, designed for:

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

Key Findings & Highlights

This NelsonHall vendor assessment analyzes Cognizant's offerings and capabilities in healthcare payer operational transformation and BPS.

Cognizant Healthcare IOA (Intuitive Operations and Automation) services most health plan organizations in the U.S. through TriZetto software products, BPS, or its clearing house. The practice has a mixture of national payers, regional ones, and start-ups in its client base. CHIOA offers BPaaS services for start-ups, small and midsized payers, and small units within payers. It targets large payers with its BPS portfolio.

CHIOA is strategically expanding to care management. The practice finds that back-office activities represent only ~15% of costs and that much potential for cost savings lies in care management.

Scope of the Report

The report provides a comprehensive and objective analysis of Cognizant's healthcare payer BPS and operational transformation offerings, capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, challenges, and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization, including the location of delivery centers.

Healthcare Payer BPS Vendor Assessments also available for:

Conduent

Exela Technologies

Firstsource

NTT Data

Sutherland

Wipro

WNS.

About The Author

John is CEO of NelsonHall, the leading business process services (BPS) and IT services (ITS) research and analysis firm, and is widely regarded as one of the world's leading authorities on achieving business transformation through the application of BPS.

John is well-known around the world for his detailed analytical approach to research, and his pragmatic style. He founded NelsonHall in 1998 on the principle that genuine market insight can only be derived from a bedrock of hard, empirical facts drawn from original market research, and this philosophy persists to this day, making NelsonHall one of the most highly valued global research firms.

John can be contacted at:

- Email: john.willmott@nelson-hall.com
- Twitter: [@John_NH](https://twitter.com/John_NH)



About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the “art of the possible” in digital operations transformation. With analysts in the U.S., U.K., Continental Europe, and Asia, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall conducts rigorous, primary research and is widely respected for the quality, depth, and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

Boston

Riverside Center, 275 Grove Street, Suite 2-400, Newton Massachusetts 02466
Phone: +1 857 207 3887

London

Unit 6, Millars Brook, Molly Millars Lane, Wokingham, RG41 2AD
Phone: +44 (0)203 514 7522

Paris

115 rue de Reuilly, 75020 Paris
Phone: +33 (0)6 23 81 17 54

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