



NelsonHall
TRANSFORM THROUGH INSIGHT

Vendor Profile

Healthcare Payer BPS

Concentrix

Report Abstract

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10 pages

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Who is this Vendor Assessment for?

NelsonHall's Healthcare Payer BPS profile on Concentrix is a comprehensive assessment of Concentrix'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 Concentrix's offerings and capabilities in healthcare payer operational transformation and BPS.

Concentrix's core client base in the sector is enterprise healthcare payers. Increasingly, the company is targeting national provider groups and new economy and disruptor brands.

For both groups, a major focus area is transforming customer journeys to achieve easier, more relevant, personalized, and real-time engagements, where the brand representatives show empathy and trust while meeting the customer on optimized and smart channels. Companies look to evolve to proactive versus reactive support with contextual information during customer interactions.

Scope of the Report

The report provides a comprehensive and objective analysis of Concentrix'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, 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 centers.

Healthcare Payer BPS Vendor Assessments also available for:

Cognizant

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.

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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

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