



Genpact – Healthcare Payer BPS

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's profile of Genpact's Healthcare Payer Business Process Services (BPS) is a comprehensive assessment of service offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers to deliver business process services to healthcare payers
- 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

Genpact is a public, global BPS company headquartered in New York City, NY. The company generated approximately \$3.0bn in fiscal year 2018. The company serves payers, providers, and life sciences organizations. It serves about two dozen payers in front-, middle-, and back-office functions. Clients include 5 of the top 10 commercial payers and 13 BCBS plans. For mid-tier payers, Genpact provides fewer back-office services and more middle-office claims processing services, and only a few payers below the top 50. NelsonHall estimates Genpact's payer BPM revenue from commercial clients in 2018 was about \$66m. It focuses on document management, customer service, claims administration, and F&A, and is developing services for regulation and compliance in government health. Genpact offers particular expertise in:

- Customer/member service
- Rating and underwriting
- Product development
- Distribution
- Claims administration
- Provider services
- Quality and compliance.

Delivery facilities are located in the U.S., India, China, and the Philippines.



Scope of the Report

The report provides a comprehensive and objective analysis of Genpact's offerings, capabilities, and market presence in support of business process transformation through the application of healthcare payer BPS including the company's:

- Offerings and key service components
- Delivery organization
- Customer base, including the company's targeting strategy and examples of current contracts (where available)
- Revenue estimates for healthcare payer BPS
- Strategy, emphasis and new developments in support of healthcare payer BPS
- Strengths and weaknesses.

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| | 5.1 Strengths |
| | 5.2 Challenges |

Report Length

3 pages

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Healthcare Payer BPS Vendor Assessments are Available for:

Accenture
Capgemini
CGI
Cognizant
Concentrix
Conduent
Cotiviti
DXC
EXL
Firstsource
Genpact
HGS
Hexaware
Infosys
NTT DATA
Optum
Sutherland
Tata Consultancy Services (TCS)
Tech Mahindra
WNS