



Targeting H&W Services

Market Analysis
Abstract

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Who Is This Report For?

NelsonHall's "Targeting H&W Services" report is a comprehensive market assessment report designed for:

- Sourcing managers investigating sourcing developments within H&W services
- Vendor marketing, sales and business managers developing strategies to target BPO service opportunities within H&W services
- Financial analysts and investors specializing in the IT services and BPO sector, including H&W services.

Scope of the Report

The report analyzes the North American market for H&W services and addresses the following questions:

- What are the general drivers for adoption of H&W services and what are specific the drivers for specific offerings such as reimbursement account admin, leave of absence admin, private exchanges, and EAP services?
- What are the benefits currently achieved by users of H&W services?
- What is the average contract length by service line, and how is this changing?
- What pricing mechanisms are typically used within H&W services and how is this changing?
- What is the market size and projected growth for the North American H&W services market by service line?
- What is the market size and projected growth for the North American H&W services market country?
- What is the profile of activity in the North American H&W services market by industry sector?
- Who are the leading H&W services vendors in North America?
- Who are the leading H&W services vendors by service line?
- What combination of services is typically provided within H&W service contracts and what new services are being added?
- What is the current pattern of delivery location used for H&W services and how is this changing?
- Which services are delivered from onshore and which from offshore?
- Which technology developments have occurred in the last year and how is this changing?
- What are the challenges and success factors within H&W services?



Key Findings & Highlights

NelsonHall's market analysis of the H&W services industry and H&W services trends consists of 99 pages.

The H&W services market remains strong due to the complexities of administering benefits, especially in light of healthcare reform and other changing regulations, as well as the need to control benefits spend.

First generation H&W buyers are turning to vendors to comply with legislation, reduce operating costs, and improve communications with employees.

Within second generation contracts, competitive pricing is the number one reason for clients to switch H&W service providers. Other reasons include seeking a wider suite of services such as ongoing dependent verifications, etc., as well as the need to consolidate benefits suppliers.

Within the H&W area, the majority of vendors were focused on launching new service offerings around ACA's Employer Shared Responsibility provision. Other new offerings were around spending account administration, audits, and wellness services.

Within the next year, vendors will develop or further enhance exchange offerings. Examples include launching exchanges geared toward the mid-market, adding extended lines of coverage, etc.

Acquisitions in the last two years have been focused on three particular H&W services: reimbursement account admin, COBRA, and private exchanges. Nearly all acquisitions were focused on strengthening services overall, with little emphasis on expanding geographic footprints.

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Report Length

99 pages, consisting of 10 chapters

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