



HGS Healthcare Payer BPS

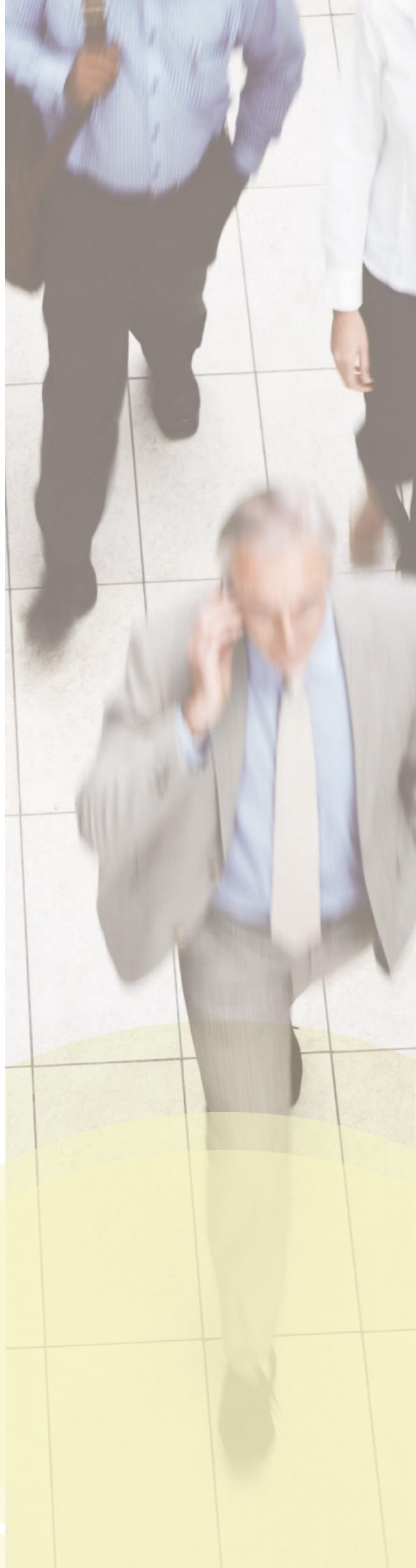
Vendor Assessment
Report Abstract

November 2015

By Panos Filippidis
Industry Sector Analyst
NelsonHall

9 pages

research.nelson-hall.com





Who Is This Vendor Assessment For?

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

- Sourcing managers monitoring the capabilities of existing suppliers of Healthcare Payer BPS services and identifying vendor suitability for healthcare payer RFPs
- 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

This NelsonHall vendor assessment analyzes HGS' offerings and capabilities in the healthcare payer sector.

Hinduja Global Solutions (HGS) has 15 years' experience in healthcare payer BPS, having first entered the business through claims processing for a client. Apart from the traditional offerings in healthcare payer BPS, in the past few years HGS' offerings have expanded (along with healthcare transformation) to include customer relationship management, fraud and abuse investigation, and support for clinical processes.

Scope of the Report

The report provides a comprehensive and objective analysis of HGS' healthcare payer BPO offerings and 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 locations.



Contents

1. Background

2. Revenue Summary

3. Key Offerings

4. Delivery Capability and Partnerships
 - 4.1 Delivery capabilities
 - 4.2 Tools and Technology
 - 4.3 Partnerships and Acquisitions

5. Target Markets
 - 5.1 Client Base
 - 5.2 Current client example

6. Strategy

7. Strengths & Challenges
 - 7.1 Strengths
 - 7.2 Challenges

8. Outlook

Report Length

9 pages

Healthcare Payer BPS Vendor Assessments also available for:

Cognizant, Concentrix, CSC, Dell, EXL, Genpact, HP, Infosys, Xerox