



# Accenture Healthcare Payer BPO

Vendor Assessment  
Report Abstract

November 2012

Healthcare Payer BPO  
Industry Sector Analyst  
NelsonHall

10 pages

[research.nelson-hall.com](http://research.nelson-hall.com)





## Who Is This Vendor Assessment For?

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

- Sourcing managers monitoring the capabilities of existing suppliers of healthcare payer services to serve the healthcare payer sector 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 Accenture's offerings and capabilities in the healthcare payer sector.

Accenture is one of a number of Healthcare Payer companies analyzed in this comprehensive industry analysis.

In 2009 Accenture created Accenture Health & Public Service, which consolidated the healthcare payer, provider and public health activities into a single operating group.

Accenture offers health administration and care management BPO services for payers within its Health industry group, which includes services for payers, providers, and government agencies.

[/head]

[highlights]

Accenture supports healthcare payers with commercial and Medicare administration services. The services are the same for each category of payer, however, they are branded in a differently:

- Health Administration BPO focuses on the commercial sector
- Accenture Government Processing Services focuses on state and regional governments and avoids the word 'outsourcing'.

Accenture is investing to develop its BPO offerings to support clients in business outcomes beyond cost savings through labor arbitrage. It is making investments in three main areas:

- Analytics tools
- Standard platforms
- Member engagement.

## Scope of the Report

The report provides a comprehensive and objective analysis of Accenture's Healthcare Payer offerings and capabilities, and market and financial strength, 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
5.	Target Markets
6.	Strategy
7.	Strengths & Challenges
	7.1 Strengths
	7.2 Challenges
8.	Outlook

## Report Length

10 pages

## Healthcare Payer Vendor Assessments also available for:

CSC, Dell, Genpact, HP, IBM, Infosys, WNS, Xerox