



# **Xerox**

## **U.S. Healthcare Payer BPS**

**Vendor Assessment  
Report Abstract**

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## Who Is This Vendor Assessment For?

NelsonHall's Healthcare Payer BPS profile on Xerox is a comprehensive assessment of Xerox's 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 Xerox's offerings and capabilities in the healthcare payer sector.

Xerox is one of a number of BPS vendors analyzed in this comprehensive industry analysis.

Xerox entered the healthcare payer market through the acquisition of Affiliated Computer Company (ACS) in 2010. ACS had had IT services experience with commercial healthcare payers since 1993, and in the government healthcare payer BPS market since 1999, through the \$105m acquisition of Consultec which provided IT services for over 20 state Medicaid programs.

## Scope of the Report

The report provides a comprehensive and objective analysis of Xerox's 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.



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4. Delivery Capability and Partnerships
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## Report Length

15 pages

## Healthcare Payer BPS Vendor Assessments also available for:

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