



Healthcare Payer Operations Transformation

Firstsource

Report Abstract

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Who is this Vendor Assessment for?

NelsonHall's Healthcare Payer Operations Transformation profile on Firstsource is a comprehensive assessment of Firstsource's offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Firstsource and identifying vendor suitability for Healthcare Payer Operations Transformation RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the Healthcare Payer Operations Transformation sector.

Key Findings & Highlights

Firstsource is a business process management services company with 28k employees globally, providing services across three industries: BFS, Healthcare (Payer, Provider, and Life Sciences), and Communication, Media, and Technology. Over the past year, Firstsource has shifted from calling themselves "Digital First, Digital Now" to an "AI-First" strategy utilizing AI, generative AI, process mining, and automation to solve client challenges. Firstsource's healthcare practice is the second largest vertical within the company. In the U.S., it works with 1k hospital providers, 8 of the top 10 health plans, and 19 blue plans. It has processed 250m claims transactions and 15m customer interactions in the past year.

Scope of the Report

The report provides a comprehensive and objective analysis of Firstsource's Healthcare Payer Operations Transformation offerings, capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, challenges, 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 centers.

Healthcare Payer Operations Transformation Vendor Assessments also available for:

Cognizant

Concentrix

Conduent

DXC Technology

Eviden

Exela Technologies

Genpact

Infosys BPM

Mphasis

Sutherland

Wipro

WNS.

About The Author

Bilal is a Principal Analyst with global responsibility for NelsonHall’s Healthcare & Insurance BPS research program.

Bilal joined NelsonHall from PwC in June 2023, and has worked in various consulting roles assisting Fortune 100 clients since 2015. His projects have included aggressive cost-saving initiatives, digital transformation, and BPO delivery in the healthcare and insurance space.

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About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the “art of the possible” in digital operations transformation. With analysts in the U.S., U.K., Continental Europe, and Asia, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall conducts rigorous, primary research and is widely respected for the quality, depth, and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

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