



Hinduja Global Solutions Healthcare Provider BPO

Vendor Assessment

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6 pages

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Who Is This Vendor Assessment For?

NelsonHall's Healthcare and Insurance Vendor Assessment of HGS is a comprehensive assessment of HGS' healthcare provider BPO offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of healthcare provider BPO services and identifying vendor suitability for healthcare provider RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the healthcare sector.



Key Findings & Highlights

HGS, founded in 2000 and headquartered in Bangalore, India, is a provider of customer management and BPO services ranging from discrete functional tasks within particular industries to end-to-end, multi-channel BPO services.

HGS' provider practice currently offers and supports revenue cycle management (RCM) engagements, particularly in support of governmental and commercial claims resolution. Its healthcare provider practice has approximately 450 full-time employees (FTEs) in the U.S., India and the Philippines.

HGS operates many onshore delivery locations, particularly in the U.S., U.K. and Canada; this enables it to respond directly and comprehensively to clients in these areas. In North America, for example, it has 19 centers and approximately 5,900 employees.

Scope of the Report

The report provides a comprehensive and objective analysis of HGS' healthcare provider BPO 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 delivery locations.

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Report Length

6 pages

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Healthcare Provider BPO Vendor Assessments Also Available for:

ADP

AdvantEdge

athenahealth

MedAssets

Orion HealthCorp

Sutherland Global Services

WNS