

HP Enterprise Services, Commercial Healthcare Healthcare Payer BPO

**Vendor Assessment
Report Abstract**

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6 pages





Who Is This Vendor Assessment For?

NelsonHall's Healthcare Payer BPO Vendor Assessment for HP Enterprise Services is a comprehensive assessment of HP's commercial payer BPO service offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of healthcare payer 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

Health & Life Sciences is a key growth sector for HP Enterprise Services, and it is looking to replicate the success it has had in Government Health & Human Services supporting public sector payers to achieve similar success in the commercial health sector. (NelsonHall published a vendor assessment profile of HP's Government Health & Human Services practice in October 2012.).

HP Enterprise Services supports commercial healthcare payers and specialty third-party administrators across healthcare claims administration, including claims administration, membership administration, customer care, and fraud and abuse identification.

HP Enterprise Services' client focus for commercial healthcare payer BPO targets three segments: plans within the Blue Cross Blue Shield Association, commercial plan providers including for-profit and not-for profit plans, and specialty firms including accountable care organizations (ACOs), managed care organizations (MCOs), and third party administrators of healthcare claims.

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 - 7.1 Strengths

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Scope of the Report

The report provides a comprehensive and objective analysis of HP's commercial healthcare payer BPO offering, 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.

Report Length

6 pages

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Healthcare Payer BPO Vendor Assessments Also Available for:

Accenture

CSC

Dell Services

Genpact

HP Enterprise Services, Government Health & Human Services

IBM Global Services

Infosys

WNS Services

Xerox Services