



Healthcare Payer BPS: Managing Effectiveness

NTT DATA

Report Abstract

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9 pages

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Who is This Vendor Assessment For?

NelsonHall's healthcare payer BPS managing effectiveness profile on NTT DATA is a comprehensive assessment of NTT DATA's offerings and capabilities, designed for:

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

Key Findings & Highlights

This NelsonHall vendor assessment analyzes NTT DATA's offerings and capabilities in healthcare payer BPS managing effectiveness services.

NTT DATA supports healthcare payer BPS effectiveness services through its proprietary AI and automation solutions, BPO capabilities, and consulting and advisory services in plan design, enrollment, customer service administration, billing and collections, claims administration, provider data, contract management, network management, and care management and wellness. NTT DATA's modular Digital Consumer Marketplace and Engagement Platform offers automation and AI in sales and enrollment processes, and member engagement channels. The Member360 solution can be integrated with the Consumer Marketplace platform to provide clients with advanced analytics and external APIs to manage member engagement. NTT DATA provides delegated services capabilities in provider contact center, enrollment, and claims administration.

Scope of the Report

The report provides a comprehensive and objective analysis of NTT DATA's healthcare payer BPS managing effectiveness services 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.

Healthcare Payer BPS Managing Effectiveness Services Vendor Assessments also Available for:

- CGI
- Cognizant
- Conduent
- Exela Technologies
- EXL
- Gainwell Technologies
- Genpact
- HGS
- Infosys
- Wipro
- WNS

About The Author

Ashley is a market analyst with global responsibility for NelsonHall's Healthcare Payer and Insurance BPS research programs.

Ashley supports both buyers and sellers of healthcare payer and insurance BPS services as they develop and execute their business strategies, operations, and go-to-market approaches.

Ashley joined NelsonHall in 2020, bringing over 5 years' experience with healthcare service providers and healthcare payers. Previously, Ashley was responsible for the market research and plan design of Medicare Advantage plans for a health payer.

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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., and Continental Europe, 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. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on 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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