



# **Teleperformance CMS in Healthcare (Payer and Provider Support)**

## **Vendor Assessment**

Report Abstract

July 2015

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12 pages

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## Who Is This Vendor Assessment For?

NelsonHall's CMS in healthcare industry sector profile on Teleperformance is a comprehensive assessment of Teleperformance's healthcare (payer and provider) sector customer management services (CMS) offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CMS to serve the healthcare sector and identifying vendor suitability for CMS 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

The Teleperformance Group (Teleperformance) is a French-headquartered company offering outsourced customer management services (CMS) and customer relationship management (CRM). It was founded in 1978 and was listed on the Paris stock exchange in 1987.

Across all industries, Teleperformance currently has ~182k employees working from 274 contact centers in 62 countries, providing support in 75 languages.

Teleperformance has ~80 CMS healthcare industry sector clients, across the healthcare payer and provider markets. It has approximately ten U.S. based commercial payer clients, and two U.K. based government healthcare clients. It has ~40 healthcare provider clients: ~37 U.S. based, two Brazil based, and one based in Columbia. It also has ~30 healthcare provider clients utilizing its revenue cycle management offering only.

The majority of Teleperformance's healthcare payer and provider clients are based in the U.S. The company provides a range of offerings to the healthcare industry sector, including:

- Provider services including revenue cycle management
- Healthcare payer services including claims administration and adjudication.

Teleperformance has contact center sites supporting healthcare clients in the U.S., the Philippines, India, and several other countries.

## Scope of the Report

The report provides a comprehensive and objective analysis of Teleperformance's healthcare sector CMS offerings, 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 CMS healthcare sector customer base, including the company's targeting strategy and examples of current contracts
- Analysis of the company's healthcare sector CMS offerings and key service components
- Analysis of the company's delivery organization including the geography of delivery locations used for CMS healthcare sector clients.



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## Report Length

12 pages

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