



Hinduja Global Solutions (HGS) CMS in Healthcare (Payer and Provider Support)

Vendor Assessment

Report Abstract

May 2015

By Vicki Jenkins
Customer Management Services (CMS)
Industry Sector Analyst
NelsonHall

11 pages

research.nelson-hall.com





Who Is This Vendor Assessment For?

NelsonHall's CMS in healthcare industry sector profile on HGS is a comprehensive assessment of HGS' 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

HGS is headquartered in Bangalore, India. Currently, it operates 60 delivery centers in 12 countries, with ~28.6k employees.

The majority of HGS' CMS healthcare payer and provider clients are based in the U.S. The company provides CMS in support in a range of offerings including:

- Member enrollment and onboarding for payers
- Claims life cycle for payers
- Fraud waste and abuse for payers
- Clinical reviews retention for payers
- Nurse helpline for payers
- Wellness and coaching
- Provider enrollment
- Provider claims and eligibility calls
- Medicare secondary payer information
- Provider portal/technical helpdesk
- Revenue cycle management for payers and providers.

HGS has delivery centers in support of its CMS healthcare clients in India, the Philippines, U.S., and Jamaica.

Scope of the Report

The report provides a comprehensive and objective analysis of HGS' 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.



Contents

1.	Background
2.	Revenue Summary
3.	Key Offerings
4.	Delivery Capability and Partnerships
5.	Target Markets
6.	Strategy
7.	Strengths and Challenges
	7.1 Strengths
	7.2 Challenges
8.	Outlook

Report Length

11 pages

Report Author

Vicki Jenkins

vicki.jenkins@nelson-hall.com