



Healthcare Payer Operations Transformation

Infosys BPM

Report Abstract

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Who is this Vendor Assessment for?

NelsonHall's Healthcare Payer Operations Transformation profile on Infosys BPM is a comprehensive assessment of Infosys BPM's offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Infosys BPM and identifying vendor suitability for Healthcare Payer Operations Transformation RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the Healthcare Payer Operations Transformation sector.

Key Findings & Highlights

Infosys BPM is an IT and business process management services subsidiary of Infosys Limited with ~56k employees globally. It provides services across various industries, including BFSI, communication, CPG, energy & utilities, healthcare, logistics, manufacturing, media & entertainment, and retail services. Infosys BPM has pivoted to a digital-first approach with established active labs globally to assist BPO clients with their transformation journey. This includes three different levels of transformation: service, process, and digital. Infosys BPM healthcare practice in the U.S. works with all 5 top healthcare payers and 3 of the 5 Medicaid MCOs.

Scope of the Report

The report provides a comprehensive and objective analysis of Infosys BPM's Healthcare Payer Operations Transformation offerings, capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, challenges, 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 centers.

Healthcare Payer Operations Transformation Vendor Assessments also available for:

Cognizant

Concentrix

Conduent

DXC Technology

Eviden

Exela Technologies

Firstsource

Genpact

Mphasis

Sutherland

Wipro

WNS.

About The Author

Bilal is a Principal Analyst with global responsibility for NelsonHall's Healthcare & Insurance BPS research program.

Bilal joined NelsonHall from PwC in June 2023, and has worked in various consulting roles assisting Fortune 100 clients since 2015. His projects have included aggressive cost-saving initiatives, digital transformation, and BPO delivery in the healthcare and insurance space.

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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., Continental Europe, and Asia, 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. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall conducts 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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