



# Genpact Healthcare Payer BPS

Vendor Assessment  
Report Abstract

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## Who Is This Vendor Assessment For?

NelsonHall's Healthcare Payer BPS profile on Genpact is a comprehensive assessment of Genpact's offerings and capabilities designed for:

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

This NelsonHall vendor assessment analyzes Genpact's offerings and capabilities in the healthcare payer sector.

Genpact's initial engagement in the healthcare payer sector was in 2003 with BUPA, which still continues as a client today; Genpact provides claims capture and processing support operations for BUPA. However, Genpact entered healthcare payer services with more service offerings in 2007, by using its existing claims administration experience and infrastructure from its F&A, insurance and banking services, and extending into healthcare claims services by supporting payers and pharmacies.

## Scope of the Report

The report provides a comprehensive and objective analysis of Genpact's healthcare payer BPO 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.



## Contents

1. Background

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2. Revenue Summary

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3. Key Offerings

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4. Delivery Capability and Partnerships
  - 4.1 Delivery capabilities
  - 4.2 Tools and Technology
  - 4.3 Transformation

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5. Target Markets
  - 5.1 Product and geographic focus
  - 5.2 Client base

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6. Strategy

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7. Strengths & Challenges
  - 7.1 Strengths
  - 7.2 Challenges

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8. Outlook

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## Report Length

6 pages

## Healthcare Payer BPS Vendor Assessments also available for:

Cognizant, Concentrix, CSC, Dell, EXL, HGS, HP, Infosys, Xerox