



athenahealth Healthcare Provider BPO Services

Vendor Assessment
Report Abstract

NelsonHall

10 pages

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Who Is This Vendor Assessment For?

NelsonHall's profile on athenahealth is a comprehensive assessment of athenahealth's healthcare provider BPO offerings for organizations and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of healthcare provider BPO services and identifying vendor suitability for healthcare provider BPO services 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 athenahealth's offerings and capabilities in healthcare provider BPO services. athenahealth is one of a number of healthcare provider BPO service companies analyzed in NelsonHall's comprehensive industry analysis programs.

athenahealth is a provider of technology and services to healthcare providers. It is focused on addressing health information, processes and technologies, and on the exchange and use of patient information.

athenahealth offers these services using a business process as a service (BPaaS) model. Services include practice management, electronic health records and patient communication.

athenahealth has taken a bold approach with its delivering services to healthcare providers using the BPaaS model. It had early success among smaller physician practices that lacked technology and administrative resources to deliver RCM, and it has continued to make innovation a priority, extending its delivery suite by adding care coordination, adding support for patient engagement with its patient portal, and adding support for mobile devices.

athenahealth targets health systems and independent medical groups.

Scope of the Report

The report provides a comprehensive and objective analysis of athenahealth's healthcare provider BPO offerings, capabilities and market and financial strengths including:

- Analysis of the company's offerings and key service components
- 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 delivery organization including the location of delivery locations



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Report Author

Healthcare BPO Vendor Assessments:

ADP Advanced MD, Orion Healthcorp Inc, AdvantEdge, HP ES, Sutherland, WNS