



Dell Services Healthcare Provider BPS

**Vendor Assessment
Report Abstract**

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Who Is This Vendor Assessment For?

NelsonHall's Healthcare Provider BPS profile on Dell Services is a comprehensive assessment of Dell Services' offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Healthcare Provider BPS services and identifying vendor suitability for Healthcare Provider BPS 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 Dell Services' offerings and capabilities in the Healthcare Provider BPS sector.

Dell Services is one of a number of BPS vendors analyzed in this comprehensive industry analysis.

As of March 28, 2016, NTT Data has agreed to acquire Dell Services for ~\$3bn. Dell Services (Dell) has been active in healthcare provider BPS for more than 25 years. Dell first contracted with Tenet Healthcare, its largest standing client for BPS and ITO, in 1989. On November 5, 2012, Tenet formed a subsidiary, Conifer, in cooperation with Dell, to which Dell sold its U.S. based revenue cycle management operations, keeping its India and Manila delivery operations. Through this transaction, Tenet leveraged its PBAR revenue cycle management platform, which was developed by Dell and licensed to Conifer. Since the transaction, Dell only offers outpatient services to its provider clients, and supports Conifer for in-hospital clients, through a ten-year ongoing relationship. Services provided to Conifer also include application and integration development, hosting, and site support.

Scope of the Report

The report provides a comprehensive and objective analysis of Dell Services' Healthcare Provider BPS 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.



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Report Length

8 pages

Healthcare Provider BPS Vendor Assessments also available for:

WNS, CSC, HCL, HGS, Genpact, Sutherland