EXL Service – Healthcare Payer BPS

Vendor Profile
Report Abstract

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By Sven Lohse

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Who Is This Vendor Assessment For?

NelsonHall's profile of EXL Service's Healthcare Payer Business Process Services (BPS) is a comprehensive assessment of service offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers to deliver business process services to healthcare payers

- 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

NelsonHall estimates that EXL's 2018 healthcare payer BPS revenue is $137m, all of which was generated by clients in the U.S. The majority of this revenue was generated by commercial sector health insurance clients for care management and payment/program integrity work. With the acquisition of Health Integrated in late 2017 EXL gained a beachhead in U.S. public sector work.

At the end of 2017, EXL had over 2,900 employees serving healthcare clients, the majority of whom served in payer BPS roles. At this time, EXL acquired Health Integrated with approximately $40m in 2017 revenue (and an unknown number of employees). In July 2018, EXL acquired SCIO Health Analytics, with $71.9m in 2017 revenue. The SCIO acquisition added 1,100 employees to EXL's health practice; 90+% of these acquired personnel serve BPS clients.

EXL is especially focused on those customers with more than $5bn in revenue. Such companies comprise one-third of the current healthcare client list. There is no indication that this focus is changing as a result of recent acquisitions.

In the near future EXL will continue to focus on improving the following capabilities:

- Domain expertise: EXL's most prominent capabilities lie in care management and payment integrity. Member/patient engagement is an area of growing importance to the company

- Integration of software with services: EXL has established software at the core of its major offerings in care management and in payment integrity. Before the acquisition of SCIO, EXL classified approximately 25% of its healthcare revenue as generated by analytics.

Particularly due to the acquisition of SCIO EXL has doubled its size and will now compete against a new competitor set with broader resources, partner networks, and more established brands. EXL will need to adapt its strategic aims, branding, and go to market approaches as it evolves from being a niche vendor.

Scope of the Report

The report provides a comprehensive and objective analysis of EXL's offerings, capabilities, and market presence in support of business process transformation through the application of healthcare payer BPS including the company's:

- Offerings and key service components

- Delivery organization

- Customer base, including the company's targeting strategy and examples of current contracts (where available)

- Revenue estimates for healthcare payer BPS

- Strategy, emphasis and new developments in support of healthcare payer BPS

- Strengths, weaknesses and outlook.

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Report Author

Sven Lohse

sven.lohse@nelson-hall.com

Healthcare Payer BPS Vendor Assessments are Available for:

Accenture

Capgemini

CGI

Cognizant

Concentrix

Conduent

Cotiviti

DXC

EXL

Firstsource

Genpact

HGS

Infosys

NTT DATA

Optum

Sutherland

Tata Consultancy Services (TCS)

WNS