



# Strategic Insights in Revenue Cycle Management (RCM)

## Firstsource

### Report Abstract

April 2025

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NelsonHall

14 pages

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## Who is this Vendor Assessment for?

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NelsonHall's Strategic Insights in Revenue Cycle Management (RCM) profile on Firstsource is a comprehensive assessment of Firstsource's offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Firstsource and identifying vendor suitability for end-to-end revenue cycle management BPS outsourcing RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the end-to-end revenue cycle management sector.

## Key Findings & Highlights

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Firstsource, founded in 2001, is a business process services (BPS) company headquartered in Mumbai, India, with ~34.2k employees globally. In February 2025, they launched a new direction called UnBPO, shifting away from traditional outsourcing models and prioritizing expertise, innovation, and outcome-driven solutions. Firstsource's overall revenue cycle management business offers end-to-end hospital business office management services, consulting, and digital/technology services for providers and health systems.

NelsonHall estimates Firstsource's revenue cycle management business globally accounts for ~10%~15% of Firstsource's total revenue.

## Scope of the Report

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The report provides a comprehensive and objective analysis of Firstsource's Strategic Insights in Revenue Cycle Management (RCM) 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.

## Strategic Insights in Revenue Cycle Management (RCM) Assessments also available for:

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Atos

Availity

Cognizant

Exela Technologies

Genpact

Omega Healthcare

Sagility

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](mailto:guy.saunders@nelson-hall.com)

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