

Healthcare Payer Operations Transformation

Genpact

Report Abstract

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Who is this Vendor Assessment for?

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

- Sourcing managers monitoring the capabilities of existing suppliers of Genpact and identifying vendor suitability for Healthcare Payer Operations Transformation RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the Healthcare Payer Operations Transformation sector.

Key Findings & Highlights

Genpact offers services across claims management/administration, member engagement, services, enrollment, care management, provider management, and administration. It also provides platforms in various engagement models, including BPO and digital assets, principal services, research, and advanced analytics capabilities.

The research includes capabilities across:

- Generative AI, including the development of CodeGenY on Genpact's Cora platform
- Healthcare decision intelligence platform (HDIP)
- Process mining
- Enhancement of services over the next 12 months, including persona experience, digitization, partnerships, deep analytics, and proof of concepts.

Scope of the Report

The report provides a comprehensive and objective analysis of Genpact's Healthcare Payer Operations Transformation 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.

Healthcare Payer Operations Transformation Vendor Assessments also available for:

Cognizant

Concentrix

Conduent

DXC Technology

Eviden

Exela Technologies

Firstsource

Infosys BPM

Mphasis

Sutherland

Viaante

Wipro

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

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