



Global Healthcare and Insurance BPS Market Forecast

2024 - 2028

Report Abstract

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Who is This Vendor Assessment For?

NelsonHall's "Global Healthcare and Insurance BPS Market Forecast: 2024-2028" report is a comprehensive market forecast report designed for:

- Sourcing managers monitoring the Healthcare and Insurance BPS industry and seeking to identify leading vendors for shortlists and RFPs
- Executives seeking assistance in identifying levels of Healthcare and Insurance BPS vendor presence by service line and geography
- Vendor marketing, sales, and business managers looking to identify market sizes and growth rates and their market share relative to their peers
- Financial analysts and investors specializing in the support services sector.

Key Findings & Highlights

The full breakdown of NelsonHall's BPS market forecast and vendor market shares across 81 BPS service lines, 39 geographies, and 39 industry sectors can be obtained via [NelsonHall's Self-Service Forecast Tool](#).

This self-service tool aims to assist executives in accessing the precise combinations of market size, growth, and vendor share information they require rapidly and cost-effectively, supporting more informed decision-making.

In particular, the "[NelsonHall Self-Service Market Forecasting tool](#)" enables executives to tailor the scope of any market forecast or vendor market share download by selecting one or multiple service lines, geographies, and industry sectors and downloading market size, growth, and vendor share information against these parameters. Furthermore, decision-makers are no longer inconvenienced by delays in the manual production of customized reports on their behalf.

The tool now covers not just business process services but has subsequently been expanded to support 13 IT outsourcing service lines, also by geography and industry sector.

The global insurance market covering property and casualty (P&C), life and annuities (L&A), and healthcare insurance is forecast to grow at a CAAGR of 6.1% from 2024 to 2028. This growth trajectory is influenced by technological advancements, demographic shifts, and consumer demands, including the frequently changing global economics and regulatory requirements across all segments.

Scope of the Report

The report provides a forecast for the global Healthcare and Insurance BPS outsourcing market overall and by geography and service line. It covers the following:

- The Healthcare and Insurance BPS market size for 2023 and the forecast for the business process services market through 2024 to 2028
- The Healthcare and Insurance market sizes and forecasts for North America, specifically covering the U.S. and Canada; EMEA, specifically covering U.K., France, Germany, and Italy; Asia Pacific: and LatAm
- The Healthcare and Insurance BPS services market sizes and forecasts by service line
- The H&I BPS market sizes and forecasts by combinations of service line and geography
- Vendor revenue shares for 2023 by service line and geography.

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. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on 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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