



Infosys – Healthcare Payer BPS

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's profile of Infosys' 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

For healthcare payer BPS, Infosys is almost entirely focused on serving commercial health plans in the U.S. NelsonHall estimates that Infosys serves at least seven commercial health plans.

NelsonHall estimates that Infosys healthcare BPS clients (payer and provider) generate less than 5% of Infosys revenue from service lines cross IT and BPS. Infosys counts 25 clients across the payer and provider domains in all service lines.

Infosys reported that revenue for Infosys Healthcare increased by 18% in 2018. NelsonHall estimates that total 2018 revenue for payer BPS totaled \$28m from commercial and government clients, with commercial clients responsible for over 90% of the total. Growth drivers included Medicare Advantage membership related processes for a BCBS health plan and provider contracts managing complaints, grievances and appeals.

Infosys began BPS to health plans with claims processing. Later Infosys assumed customer/member services responsibilities, as well as provider data management. Infosys is currently expanding its capabilities in clinical services from Puerto Rico. Infosys' most significant offerings in this market include:

- Claims administration
- Benefits administration
- Appeals
- Member services
- Provider management.

Infosys has targeted mid-tier commercial health plans and public sector payer agencies in the U.S., especially BCBS plans. The company seeks to expand in current accounts as well as through new logos. Infosys has also partnered with a claims processing vendor to offer BPaaS services to its clients in the payer industry.

In 2018 Infosys restructured its BPS practice across its entire enterprise. Previously, BPS capabilities had been aligned solely with vertically oriented strategies and GTM teams. Now, however, BPS capabilities have been realigned so that BPS operations, including health plan BPS operations, are matrixed with both horizontal and vertical leadership. This realignment supports Infosys' enterprise investments and focus on digital offerings.



Scope of the Report

The report provides a comprehensive and objective analysis of the Infosys' 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 Length

8 pages

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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