



# Tech Mahindra – Healthcare Payer BPS

Vendor Assessment  
Report Abstract

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Vendor Assessment Report Length: 2 pages

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## Who Is This Vendor Assessment For?

NelsonHall's profile of Tech Mahindra'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

Tech Mahindra is a public, global IT services and BPS company headquartered in Pune, India. The company generated approximately \$5.0bn in fiscal year 2018 (ending March 31, 2018). Tech Mahindra serves healthcare clients within its six vertical groups. Payers, providers and life sciences clients generate approximately 10% of revenue; payers generate less than 1% of revenue.

NelsonHall estimates Tech Mahindra payer BPM revenue from U.S. commercial clients in 2018 was approximately \$5m. The company reports that in the past it has generated revenue from healthcare agencies in the states of Washington and Missouri.

Within Tech Mahindra's payer services group of 750 employees are approximately 100 BPS employees. Tech Mahindra currently serves three payer clients with BPS in these functions:

- Claims administration (mailroom)
- Care management (remote patient monitoring)
- Member engagement.

Tech Mahindra operates four facilities that serve payers located in the U.S., India, the Philippines, and Mexico.



## Scope of the Report

The report provides a comprehensive and objective analysis of Hexaware'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 and weaknesses.

## Contents

1. Introduction and Strategy

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2. Offerings and Capabilities

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3. Delivery Network

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4. Clients

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5. Strengths & Challenges

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- 5.1 Strengths

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- 5.2 Challenges

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## Healthcare Payer BPS Vendor Assessments are Available for:

Accenture  
Capgemini  
CGI  
Cognizant  
Concentrix  
Conduent  
Cotiviti  
DXC  
EXL  
Firstsource  
Genpact  
HGS  
Hexaware  
Infosys  
NTT DATA  
Optum  
Sutherland  
Tata Consultancy Services (TCS)  
Tech Mahindra  
WNS