



Infosys Healthcare Payer BPO

Vendor Assessment
Report Abstract

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Healthcare Payer BPO
Industry Sector Analyst
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8 pages

research.nelson-hall.com





Who Is This Vendor Assessment For?

NelsonHall's Healthcare Payer profile on Infosys is a comprehensive assessment of Infosys's offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of healthcare payer services to serve the healthcare payer sector and identifying vendor suitability for healthcare payer RFPs
- 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

This NelsonHall vendor assessment analyzes Infosys's offerings and capabilities in the healthcare payer sector.

Infosys is one of a number of Healthcare Payer companies analyzed in this comprehensive industry analysis.

Infosys offers healthcare payer BPO within its Insurance, Healthcare and Life Sciences sector. Infosys is a fairly recent entrant in healthcare BPO, entering in 2009. Before this it largely worked with healthcare payers in terms of IT services, such as maintaining payers' claims and enrollment systems.

Infosys has integrated its healthcare provider portfolio into Infosys Public Services, a recently launched subsidiary targeting U.S. government entities. The intent is to extend its capabilities in healthcare IT services into the public sector while continuing to shift its commercial sector work to include a greater proportion of BPO services.

In healthcare payer BPO Infosys targets:

- Commercial payers, including individual and group payers
- Blue Cross Blue Shield payers
- Government programs, including Medicare and Medicaid.

An area of investment for Infosys has been the area of analytics tools. In particular:

- Customer analytics
- Claims analytics.

Scope of the Report

The report provides a comprehensive and objective analysis of Infosys's Healthcare Payer offerings and capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, weaknesses, 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 locations.



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Report Length

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Healthcare Payer Vendor Assessments also available for:

Accenture, CSC, Dell, Genpact, HP, IBM, WNS, Xerox