



Site1 CMS in Healthcare (Payer and Provider Support)

Vendor Assessment

Report Abstract

July 2015

By Vicki Jenkins
Customer Management Services (CMS)
Industry Sector Analyst
NelsonHall

8 pages

research.nelson-hall.com





Who Is This Vendor Assessment For?

NelsonHall's CMS in healthcare industry sector profile on Sitel is a comprehensive assessment of Sitel's healthcare (payer and provider) sector customer management services (CMS) offerings and capabilities, designed for:

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

Sitel is a pure-play customer management services (CMS) company headquartered in Nashville, Tennessee (U.S).

The majority of Sitel's healthcare BPO clients are based in the U.S. though the company also has a healthcare provider client in Europe. The company provides a range of offerings to the U.S. healthcare payer sector including:

- Enrollment services and member care
- Back office processing including payment and rebate processing.

Sitel has delivery centers in support of its healthcare clients in the U.S. and the Philippines.

Scope of the Report

The report provides a comprehensive and objective analysis of Sitel's healthcare sector CMS offerings, 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 CMS healthcare sector customer base, including the company's targeting strategy and examples of current contracts
- Analysis of the company's healthcare sector CMS offerings and key service components
- Analysis of the company's delivery organization including the geography of delivery locations used for CMS healthcare sector clients.



Contents

1. Background

2. Revenue Summary

3. Key Offerings

4. Delivery Capability and Partnerships

5. Target Markets

6. Strategy

7. Strengths and Challenges
 - 7.1 Strengths

 - 7.2 Challenges

8. Outlook

Report Length

8 pages

Report Author

Vicki Jenkins

vicki.jenkins@nelson-hall.com