

## Healthcare Payer Operations Transformation

# Cognizant

### Report Abstract

June 2024

By Bilal Chaudhry

Principal Research Analyst

NelsonHall

16 pages

### Contents of Full Report

1. Introduction
2. Revenue Summary
3. Key Offerings
4. Delivery Capability and Partnerships
5. Target Markets
6. Strategy
7. Strengths & Challenges
  - 7.1. Strengths
  - 7.2. Challenges
8. Outlook

## Who is this Vendor Assessment for?

---

NelsonHall's Healthcare Payer Operations Transformation profile on Cognizant is a comprehensive assessment of Cognizant's offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Cognizant and identifying vendor suitability for Healthcare Payer Operations Transformation RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the Healthcare Payer Operations Transformation sector.

## Key Findings & Highlights

---

Cognizant is an information technology, business process management, and consulting company with ~355k employees globally. It provides services in automotive, BFSI, CMT, CPG, education, healthcare, life sciences, manufacturing, oil and gas, retail, transportation and logistics, travel and hospitality, and utilities.

In the U.S., Cognizant works with 23 of the top 25 health plans, ~13 state government plans, and ~30 state & federal exchanges.

## Scope of the Report

---

The report provides a comprehensive and objective analysis of Cognizant's Healthcare Payer Operations Transformation offerings, capabilities, and market and financial strengths, including:

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

## Healthcare Payer Operations Transformation Vendor Assessments also available for:

---

Concentrix

Conduent

DXC Technology

Eviden

Exela Technologies

Firstsource

Genpact

Infosys BPM

Mphasis

Sutherland

Viaante

Wipro

WNS.

## 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.

Bilal can be contacted at:

- Email: [Bilal.Chaudhry@nelson-hall.com](mailto:Bilal.Chaudhry@nelson-hall.com)
- Twitter: [@BilalCH\\_NH](https://twitter.com/BilalCH_NH)



## 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. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall conducts 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](mailto:guy.saunders@nelson-hall.com)

### Boston

Riverside Center, 275 Grove Street, Suite 2-400, Newton Massachusetts 02466  
Phone: +1 857 207 3887

### London

29 Rose Hill  
Binfield  
Bracknell, RG42 5LH  
Phone: +44(0) 208 638 7282

### Paris

115 rue de Reuilly,  
75020 Paris  
Phone: +33 (0)6 23 81 17 54

Copyright © 2024 by NelsonHall. All rights reserved. No part of the publication may be reproduced or distributed in any form, or by any means, or stored in a database or retrieval system, without the prior written permission of the publisher. The information provided in this report shall be used only by the employees of and within the current corporate structure of NelsonHall's clients, and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organization without prior written consent of NelsonHall. NelsonHall exercises its best efforts in preparation of the information provided in this report and believes the information contained herein to be accurate. However, NelsonHall shall have no liability for any loss or expense that may result from incompleteness or inaccuracy of the information provided.