



Healthcare Payer BPS

# Firstsource

## Report Abstract

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9 pages

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## Who is this Vendor Assessment for?

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

- Sourcing managers monitoring the capabilities of existing suppliers of healthcare payer BPS and transformation services and identifying vendor suitability for healthcare payer-related RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the healthcare payer sector.

## Key Findings & Highlights

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This NelsonHall vendor assessment analyzes Firstsource's offerings and capabilities in healthcare payer BPM and operational transformation.

Firstsource's digital payer BPS offerings include back office services, document/claim intake, and digital patient support. Firstsource's healthcare payer BPS business has been growing rapidly, and in FY21, its revenues grew 28.4% over the prior year. Firstsource is building more BPaaS and digital customer care offerings for clients. By using its digital-first approach, it will deliver more remote patient support and hyper-personalization offerings.

Firstsource's healthcare payer BPS services are focused on member services and claims administration services.

## Scope of the Report

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The report provides a comprehensive and objective analysis of Firstsource's healthcare payer BPS and operational 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, 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.

## **Healthcare Payer BPS Vendor Assessments also available for:**

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Cognizant

Exela Technologies

NTT Data

Sutherland

Wipro.

## About The Author

John is CEO of NelsonHall, the leading business process services (BPS) and IT services (ITS) research and analysis firm, and is widely regarded as one of the world's leading authorities on achieving business transformation through the application of BPS.

John is well-known around the world for his detailed analytical approach to research, and his pragmatic style. He founded NelsonHall in 1998 on the principle that genuine market insight can only be derived from a bedrock of hard, empirical facts drawn from original market research, and this philosophy persists to this day, making NelsonHall one of the most highly valued global research firms.

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## 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)

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