



HGS Workers' Compensation BPS

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's workers' compensation BPS profile on HGS is a comprehensive assessment of HGS' offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers in the workers' compensation market and identifying vendor suitability for workers' compensation BPO 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 HGS' offerings and capabilities in the workers' compensation BPS sector.

HGS is one of a number of insurance BPO providers analyzed in this comprehensive industry analysis.

HGS has offered workers' compensation BPS services from its inception in 2006, with services initially including simple medical bill review and fulfillment services.

Scope of the Report

The report provides a comprehensive and objective analysis of HGS' workers' compensation BPS offerings and 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.



Contents

1. Background
 - 1.1 History
 - 1.2 1.2 Workers' Compensation

2. Revenue Summary

3. Key Offerings

4. Delivery Capability and Partnerships
 - 4.1 Tools and technology
 - 4.2 Roadmap and methodology

5. Target Markets
 - 5.1 Client base
 - Flagship client

6. Strategy

7. Strengths & Challenges
 - 7.1 Strengths
 - 7.2 Challenges

8. Outlook

Report Length

6 pages

Workers' Compensation BPS Vendor Assessments also available for:

Crawford, CSC, EXL, Innovation Group, Sedgwick, WNS, Xchanging, Xerox