Impact of Digital on IT Services in the Healthcare Payer Sector: 2019

Market Analysis
Report Abstract

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Who Is This Report For?

NelsonHall's "Impact of Digital on IT Services in Healthcare Payer Sector: 2019" report is a comprehensive market assessment report designed for:

- Sourcing managers investigating sourcing developments within the Healthcare Payer sector

- Vendor marketing, sales and business managers developing strategies to target IT services (ITS) opportunities within the Healthcare Payer sector

- Financial analysts and investors specializing in the IT services and BPS sector

Scope of the Report

The report is based on interviews with executives in the Healthcare Payer sector in the U.S., U.K., Continental Europe, and Asia Pacific.

The report analyzes the worldwide market for IT services within the Healthcare Payer sector and addresses the following questions:

- What are the principal business priorities faced by organizations in the Healthcare Payer sector?

- What IT initiatives are planned by organizations in the Healthcare Payer sector?

- How relevant are digital initiatives to organizations in the Healthcare Payer sector?

- What digital initiatives are planned by organizations in the Healthcare Payer sector?

- What business areas are targeted for digital initiatives by organizations in the Healthcare Payer sector?

- What digital technologies are planned to be introduced by organizations in the Healthcare Payer sector?

- What are the key selection criteria used by organizations in the Healthcare Payer sector to select suppliers to implement digital initiatives?

- What shifts in sourcing approach are expected by executives in the Healthcare Payer sector over the next three years?

- How do companies in the Healthcare Payer sector expect their spend on ITS services to change over the next three years?

Key Issues & Highlights

Developing new revenue streams from new products and services while maximizing revenue opportunities from their existing customer bases is a key priority for the majority of healthcare payers. Two major business priorities to drive improved customer service and expanded customer bases identified unprompted by healthcare companies were:

- Reducing service delivery cost and accelerating service delivery

- Improve customer service and develop new offerings to meet customer needs.

Accordingly, healthcare companies are:

- Identifying and pursuing digital initiatives to improve customer experience and accelerate service delivery

- Adopting DevOps and digitalizing applications landscapes to accelerate time to market and shift costs to value-add initiatives

- Prioritizing the engagement of vendors with deep industry knowledge and UX consulting and design to implement cloud and SaaS solutions.

Contents

Report Length

55 pages, consisting of 6 chapters

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