



Healthcare Payer BPS

# Sutherland Global Services

## 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 Sutherland Global Services is a comprehensive assessment of Sutherland Global Services' 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 Sutherland Global Services' offerings and capabilities in healthcare payer operational transformation and BPS.

Sutherland's healthcare payer solutions aim to help organizations improve efficiency, reduce costs, and improve the overall customer experience. Healthcare payer services include:

- Member enrollment and billing
- Provider data management
  - Credentialing
- Claims processing
- Clinical support
- Contact center (member & provider engagement).

Buyers looking to achieve cost savings, improved accuracy, and reduced turnaround times in their credentialing process should take note of this report's analysis of the Sutherland SmartCred platform.

## Scope of the Report

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The report provides a comprehensive and objective analysis of Sutherland Global Services' 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, 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 BPS Vendor Assessments also available for:

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Concentrix

Conduent

Cognizant

Exela Technologies

Firstsource

NTT Data

Wipro

WNS

## 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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