



Sykes CMS in Healthcare (Payer and Provider Support)

Vendor Assessment

Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's CMS in healthcare industry sector profile on Sykes is a comprehensive assessment of Sykes' healthcare (payer and provider) sector customer management services (CMS) offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CMS to serve the healthcare sector and identifying vendor suitability for CMS 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

Sykes Enterprises (Sykes) is a U.S. based company with headquarters in Tampa, Florida. It offers outsourced customer management services (CMS), primarily in support of the communications, financial services, technology, healthcare, travel, and retail industries. Sykes has an emphasis on providing inbound technical support and customer care.

Currently, Sykes has 48k employees located in 70 contact centers in 21 countries, providing support in 30 languages.

The majority of Sykes' healthcare BPO clients are based in North America. The company provides a range of offerings to the healthcare sector.

Offerings for payer clients include:

- Customer care
- Enrollment
- Claims lifecycle support.

Offerings for providers include:

- Customer care (information and billing queries for patients)
- Patient technical support
- Patient triage
- Hospital and specialist scheduling.

Sykes has delivery centers in support of its healthcare clients in the Philippines, the U.S., Canada, and Costa Rica.

Scope of the Report

The report provides a comprehensive and objective analysis of Sykes' healthcare sector CMS offerings, capabilities, and market and financial strength, 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 CMS healthcare sector customer base, including the company's targeting strategy and examples of current contracts
- Analysis of the company's healthcare sector CMS offerings and key service components
- Analysis of the company's delivery organization including the geography of delivery locations used for CMS healthcare sector clients.



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Report Length

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