



HP – U.S. State Healthcare BPO Vendor Assessment

Report Abstract

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12 pages





Who Is This BPO Vendor Assessment For?

NelsonHall’s Vendor Assessment of HP’s “U.S. State Healthcare BPO Services” provides a comprehensive view of the company’s sector-specific business process outsourcing (BPO) offerings and capabilities designed for:

- Sourcing managers within U.S. state government sector monitoring the capabilities of existing suppliers of BPO and identifying vendor suitability for 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

The acquisition of Electronic Data Systems (EDS) in May 2008 brought Hewlett-Packard (HP) vertical capabilities for U.S. state and local government sector, mostly in state healthcare. The sector accounted for ~34% of EDS’ revenue at ~ \$6.5bn in 2007. At the time EDS was the largest provider of Medicaid and Medicare process management services in the U.S. EDS became the foundation for HP Enterprise Services (ES), the global business and technology services division of HP.

Today HP ES continues to be the largest provider of Medicaid process management services in the U.S., serving as fiscal agent in ~18 states. It provides Medicaid process support, mainly dealing with eligibility and payment issues and information management through MMIS deployments.

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Scope of the Report

The report provides a comprehensive and objective analysis of HP's BPO offerings, capabilities, and market and financial strength, including:

- Identification of the company's sector-specific strategy, emphases and new developments
- Sector-specific revenue estimates
- Analysis of the company's offerings and key service components
- Analysis of the company's approach to and locations for service delivery
- Analysis of the company's strengths, weaknesses and outlook.

Report Length

12 pages

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Other vendor assessments in this series:

Maximus

Xerox