

Accenture Healthcare Payer BPO

Vendor Assessment Report Abstract

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9 pages





Who Is This Vendor Assessment For?

NelsonHall's Healthcare Payer BPO Vendor Assessment for Accenture is a comprehensive assessment of Accenture's commercial and public sector payer BPO offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of healthcare payer services and identifying vendor suitability for healthcare payer 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

Accenture offers health administration and care management BPO services for payers within its Health industry group, which includes services for payers, providers, and government agencies. It began delivering health BPO in 2005, and today is doing work with many large healthcare organizations, including seven of the ten largest payers.

Accenture supports healthcare payers with commercial and Medicare administration services. While the services are the same for each category of payer, they are branded in a somewhat different manner: Health Administration BPO focuses on the commercial sector, and Accenture Government Processing Services focuses on state and regional governments and avoids the word 'outsourcing'.

Accenture goes to market with its payer BPO services using technology-enabled business processes as its lead. Its go-to-market approach is to leverage its healthcare industry knowledge and consulting expertise to adapt their BPO services to the client outcome.

Contents

1.	Background
2.	Revenue Summary
3.	Key Offerings
4.	Delivery Capabilities and Partnerships
5.	Target Markets
	5.1 Current Clients
	5.2 Market Focus
6.	Strategy
7.	Strengths & Challenges
	7.1 Strengths
	7.2 Challenges
8.	Outlook

Scope of the Report

The report provides a comprehensive and objective analysis of Accenture's healthcare payer BPO offering, 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 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.

Report Length

9 pages

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Healthcare Payer BPO Vendor Assessments Also Available for:

CSC Health Services

Dell Services

Genpact

HP Enterprise Services, Commercial Sector

HP Enterprise Services, Health & Human Services

IBM Global Services

Infosys

WNS Services

Xerox Services