



# Everest Group Healthcare Data, Analytics, and AI Services PEAK Matrix<sup>®</sup> Assessment 2025

Focus on HCLTech  
July 2025



# Introduction

Healthcare generates and consumes vast volumes of data every day from clinical records and diagnostic images to insurance claims and patient-reported outcomes. To unlock the full value of this information, the ability to embed AI and perform advanced analytics on top of standardized, diverse, and interoperable datasets has become critical. Doing so enhances clinical productivity, reduces physician burnout, improves operational efficiency, and drives significant cost savings across the ecosystem.

However, the industry continues to grapple with several foundational challenges. Inefficient legacy systems such as siloed Electronic Health Records (EHRs) and Practice Management Systems (PMS) that create data fragmentation, while the lack of real-time data access limits timely decision-making and coordinated care delivery. These limitations hinder providers' ability to act on insights and slow down payers' efforts to streamline processes or personalize services. To overcome these hurdles, the healthcare industry is vigorously investing toward modern data infrastructure, payer-provider collaboration, and next-generation technologies such as gen AI and agentic AI. This convergence of data, analytics, and AI (DAAI) is laying

the foundation for a more intelligent, equitable, and efficient healthcare system where insights are actionable, care is personalized, and outcomes are improved at scale. The assessment is based on Everest Group's annual RFI process for the calendar year 2024, interactions with leading service providers, client reference checks, and ongoing analysis of the healthcare data, analytics, and AI services market.

**The full report includes the profiles of the following 32 leading service providers featured on the [Healthcare Data, Analytics, and AI Services PEAK Matrix® Assessment 2025](#):**

- **Leaders:** Accenture, Cognizant, Deloitte, EXL Service, HCLTech, Optum, and TCS
- **Major Contenders:** Capgemini, CitiusTech, Cloud4C, Concentrix, DataArt, Emids, Eviden, Genpact, Infinite Computer Solutions, Infosys, Innova Solutions, Jade Global, LTIMindtree, Mastek, NTT DATA, Persistent Systems, SoftServe, Tech Mahindra, Virtusa, and Wipro
- **Aspirants:** Apexon, Innominds, Neurealm, Zensar Technologies, and ZS Associates

## Scope of this report

**Geography:** global

**Industry:** healthcare

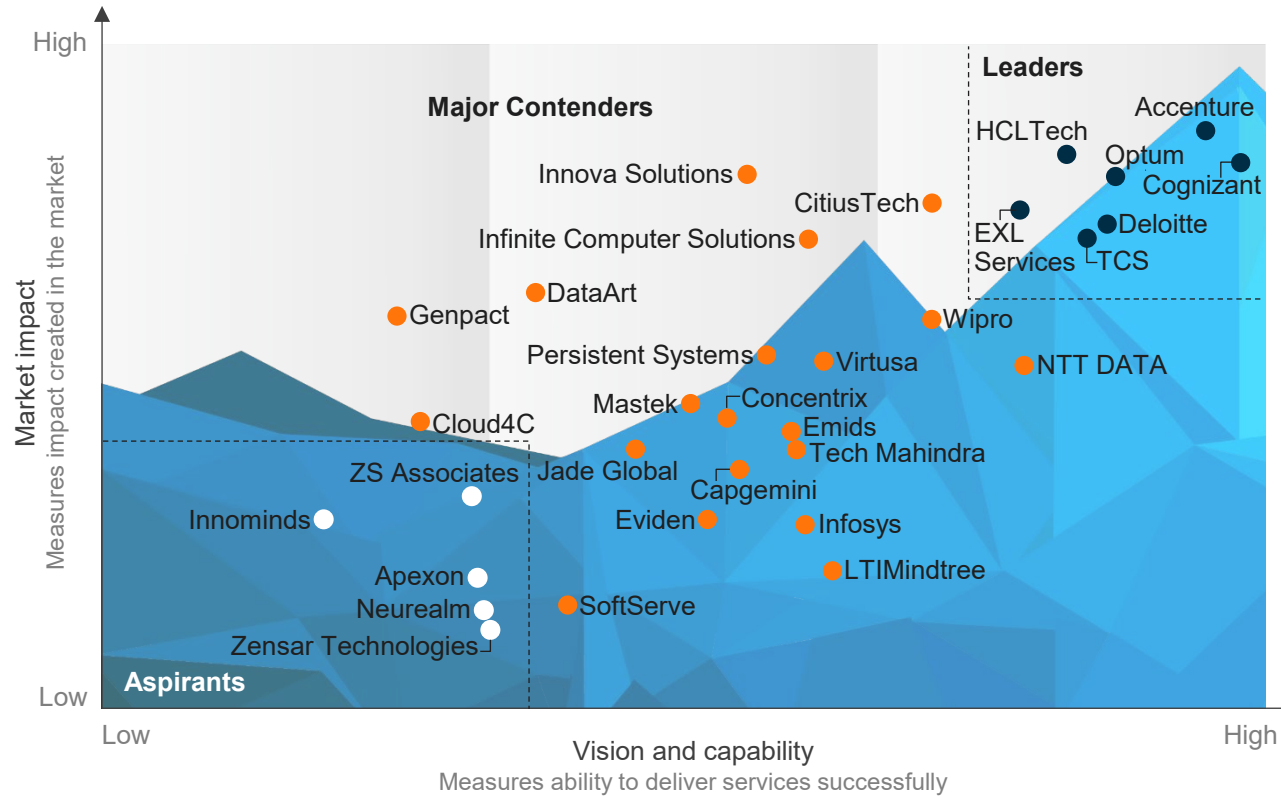
**Services:** DAAI services

# Everest Group PEAK Matrix®

Healthcare Data, Analytics, and AI Services PEAK Matrix® Assessment 2025 | HCLTech is positioned as a Leader

## Everest Group Healthcare Data, Analytics, and AI Services PEAK Matrix® Assessment 2025<sup>1,2</sup>

- Leaders
- Major Contenders
- Aspirants



<sup>1</sup> Assessments for Apexon, Deloitte, Eviden, Neurealm, Infosys, Optum, Persistent Systems, SoftServe, Inc., and Tech Mahindra excludes service provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group's interactions with healthcare buyers

<sup>2</sup> GAVS technologies rebranded as Neurealm in May 2025

Source: Everest Group (2025)

# Healthcare DAAI services PEAK Matrix® characteristics

## Leaders

Accenture, Cognizant, Deloitte, EXL Service, HCLTech, Optum, and TCS

- Leaders act as long-term transformation partners to healthcare enterprises, proactively investing in emerging technologies such as gen AI, agentic AI, and real-time analytics to help clients unlock new value and stay ahead of industry disruption
- They demonstrate strong healthcare domain depth, technical excellence, and thought leadership, leveraging a broad ecosystem of cloud and platform partners to co-develop and rapidly deploy differentiated DAAI use cases across clinical, financial, and operational domains
- Their expansive, healthcare-specific DAAI solution portfolios span the full data-to-insight life cycle and are continuously strengthened through targeted acquisitions and IP development that enhance their capabilities in interoperability, automation, and predictive intelligence

## Major Contenders

Capgemini, CitiusTech, Cloud4C, Concentrix, DataArt, Emids, Eviden, Genpact, Infinite Computer Solutions, Infosys, Innova Solutions, Jade Global, LTIMindtree, Mastek, NTT DATA, Persistent Systems, SoftServe, Tech Mahindra, Virtusa, and Wipro

- Major Contenders have built a reputation around cost-effective delivery and high client responsiveness, enabling them to retain a strong base of healthcare customers seeking reliable, scalable DAAI support across both operational and clinical functions
- While their DAAI portfolios may be less in depth and specialization than Leaders, they are actively expanding their capabilities through targeted partnerships with hyperscalers and health technology vendors, along with acquisitions of niche healthcare firms to strengthen domain expertise and accelerate innovation

## Aspirants

Apexon, Innominds, Neurealm, Zensar Technologies, and ZS Associates

- Aspirants need to address capability gaps in their offerings by building more IP across the DAAI value chain
- It is essential for them to build a more robust technology partnership ecosystem and make calculated investments to expand their DAAI capabilities and improve their market presence and brand recall

# HCLTech profile (page 1 of 4)

## Overview

### Company mission/vision statement for healthcare DAAI services

HCLTech's aim is to be the preferred digital partner for Global 2000 healthcare businesses by delivering data and AI solutions that improve health outcomes while lowering healthcare costs. Its strategy focuses on a dual approach: organic growth through in-house CoEs such as integration and interoperability CoE, generative AI CoE, and healthcare analytics CoE, which resulted in various proprietary products, and inorganic development through strategic alliances and acquisitions

### Key partnerships

- GCP
- IBM
- TIBCO
- Snowflake
- AWS
- SAP
- Cloudera Hortonworks
- Informatica
- Azure
- IBM Cognos
- Teradata
- Databricks

### Healthcare DAAI services revenue by value chain

- Low (<15%)
- Medium (15-40%)
- High (>40%)

#### Payer

- Care management
- Claims management
- Network management
- Policy servicing and management
- Product development

#### Provider

- Care management
- Diagnostics, treatment, and monitoring
- Financials and network management
- Patient engagement

[NOT EXHAUSTIVE]

### Healthcare DAAI services revenue mix (CY2024)

- N/A (0%)
- Low (<10%)
- Medium (10-20%)
- High (>20%)

#### By Line of Business (LoB)

- Payer
- Provider

#### By geography

- North America
- United Kingdom
- Europe
- Asia Pacific
- South America
- Middle East and Africa

#### By segment

- Data governance, privacy, and security
- Enterprise data management and modernization
- Strategy and consulting services
- Analytics and BI
- Build and operationalize AI
- Others

#### By buyer size

- Small (annual client revenue <US\$1 billion)
- Midsize (annual client revenue US\$1-10 billion)
- Large (annual client revenue >US\$10 billion)

# HCLTech profile (page 2 of 4)

## Offerings

Key healthcare DAAI-specific investments in proprietary solutions/tools/frameworks (representative list)

Solution/Tool/Framework name	Details
HCLTech AI Foundry	HCLTech Enterprise AI Foundry aims to enhance customer experiences, streamline operations, and enable smart decision-making. It focuses on establishing AI estates, driving impactful business results, transitioning experiments to production, and promoting responsible AI adoption. By integrating data engineering and AI assets, it accelerates generative AI-led transformation across business value chains.
AI Force	It is a dynamic set of generative AI-powered technologies that aim to incorporate intelligence into all aspects of software and engineering workflows. Its AI-driven methodology reshapes processes for optimal efficiency in everything from software development to support and maintenance.
Advantage Seiri	It is a healthcare domain-based data catalog to discover, enrich, contextualize, and consume proper and relevant data in an effective way.
ADvantage Analytics	It is a multi-faceted framework for involving technology, processes, and users in the advancing and use of analytics.
ADvantage Migrate	Advantage Migrate is a one-stop solution to modernize the entire data and analytics landscape for an enterprise. It helps with unified analytics and governance, amplified human output, and faster business outcome. The key components include Gateway Suite for auto-converting legacy code and schema. Sketch is used for configuration of ingestion jobs. Gatekeeper helps in auto reconcile, test, and setup test-driven development and continuous testing. It is available on Azure Marketplace, AWS Solution Space, and Snowflake portal.
Meta Wisdom	It is a next-generation suite that automates the collecting of meta information about all the technology assets before correlating, categorizing, and synthesizing it using AI to create a knowledge graph for citizen's information.
Data Marketplace	It facilitates data democratization, which is a fundamental pre-requisite for the future of data. The democratization of data means that consumers select what data is significant and what data they want to work with, rather than relying on IT intermediaries.
Avalanche	It provides a secure environment for connecting to almost any data source, including traditional enterprise applications, databases, data warehouses, and lakes, as well as SaaS applications, cloud data repositories based on web services, and IoT devices at the edge.

# HCLTech profile (page 3 of 4)

## Recent developments

[REPRESENTATIVE LIST]

Key healthcare DAAI-specific investments in acquisitions, Joint Ventures (JVs), talent / Center of Excellence (CoE), and partnerships (such as SaaS platform/product and solution partners)

Event name	Type of event	Details
Zeenea	Acquisition	Acquired Zeenea to enable Actian, a division of HCLSoftware, to provide a unified data intelligence and governance solution
ASAP Group	Acquisition	Acquired ASAP Group, a business that specializes in automotive technologies in fields such as connectivity, e-mobility, and autonomous driving
Actian	Acquisition	It acquired Actian to enhance the data and analytics business. The HCLSoftware Actian data platform saw growth in hybrid data management and integration over the last few years.
Quest Informatics	Acquisition	It acquired Quest Informatics in an all-cash transaction through its wholly owned subsidiary. Quest offers its cloud-enabled aftermarket ERP, field services management, and digital parts catalog solution suites to more than 40 worldwide aftermarket industry leaders.
Confinale	Acquisition	It acquired Confinale, a Switzerland-based digital banking and wealth management consulting specialist and Avaloq premium implementation partner. HCLTech expanded its presence in the worldwide wealth management sector with this strategic purchase, focusing on Avaloq's advisory, implementation, and management skills.
Starschema	Acquisition	It acquired Starschema, a Hungary-based top supplier of data engineering services. The acquisition strengthened HCLTech's digital engineering capabilities and expanded its foothold in Central and Eastern Europe.
Data and AI	Data and AI principles	Helps unify data, responsible AI principles, and governance practices to unlock the full value of AI as a force for good and help balance adoption of cutting-edge technologies with ethical considerations
AI Force	Solution	Developed the AI Force platform, expanded partners' LLMs, and expanded the feature set throughout the SDLC
Generative AI	Training	Trained 50,000 people on generative AI and AI skills










# HCLTech profile (page 4 of 4)

Everest Group assessment – Leader

Measure of capability:  Low  High

## Market impact

## Vision and capability

Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
								

### Strengths

- HCLTech offers a broad range of data, analytics, and AI capabilities applied across the healthcare value chain, enabled by proprietary platforms such as Enterprise AI Foundry and AI Force, as well as accelerators/frameworks such as Advantage Seiri, Advantage Analytics, and hData
- It has a robust partner ecosystem, consisting of hyperscalers and enterprise platforms, supported by top-tier partnerships with BI firms, big data firms, 360 partnerships with healthcare data, analytics, and AI specialists, and academic institutions. It also explores joint tri-party partnerships; for instance, it partnered with AWS and Informatica to develop Advantage Seiri, an industry data management platform-in-a-box solution
- It has made investments in acquisitions to enhance its existing data, analytics, and AI capabilities. For instance, it recently acquired Zeenea, a metadata management software provider, to offer a unified data intelligence and governance solution
- Clients value HCLTech’s proactive client communication and engagement, timeliness and quality of project deliveries, and efficient management of talent with negligible attrition

### Limitations

- HCLTech has developed new accelerators through its latest gen AI CoE, established in partnership with IBM. While it has a strong partner ecosystem, it can further invest in co-innovating and developing gen AI-integrated solutions across the healthcare value chain to strengthen its position
- HCLTech engages mostly with private health plans and large health systems; however, it could enhance its market success by engaging with other LoBs in payer markets such as public health plans
- Most of its healthcare data, analytics, and AI revenue comes from the North American market. It can leverage its scale of operations to expand into other high-potential geographies such as Europe and APAC
- It can enhance its healthcare consulting capabilities to supplement its strong digital and engineering capabilities and position itself as an end-to-end transformation partner

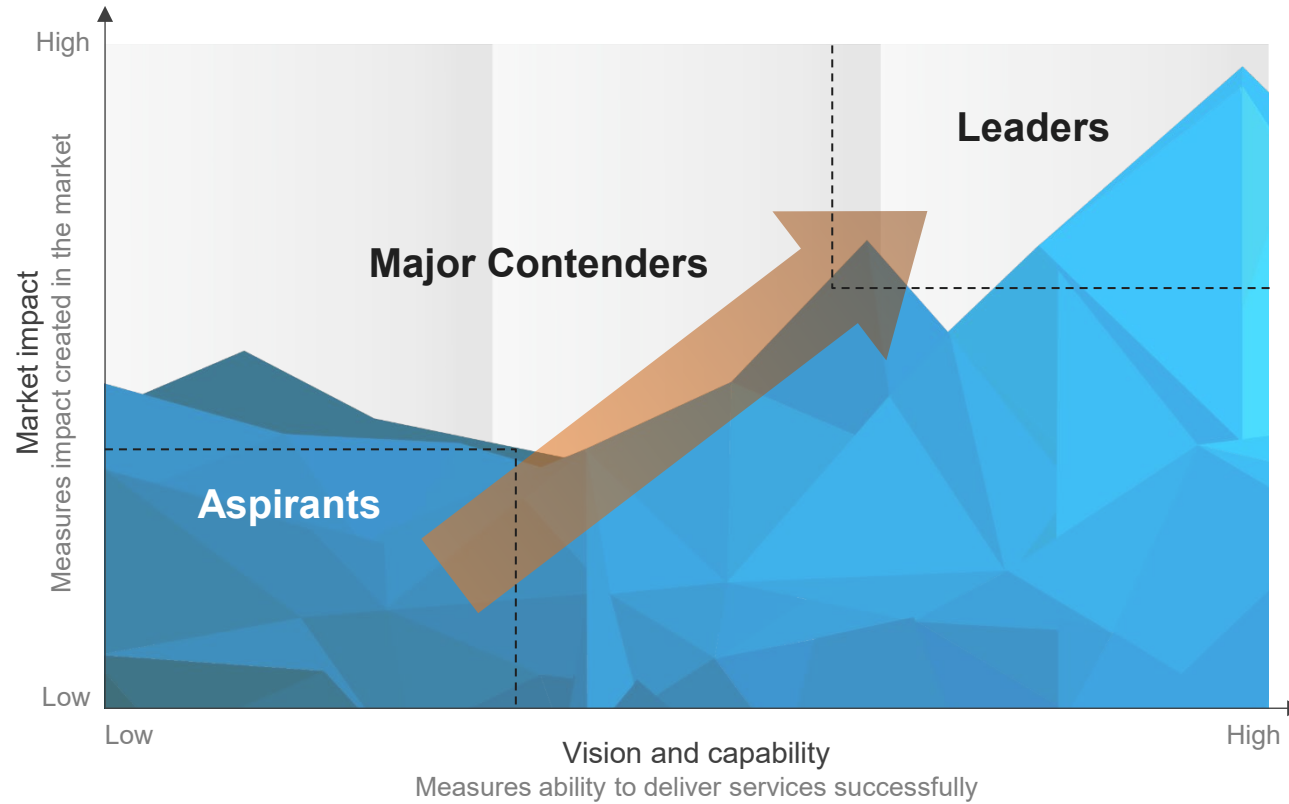
# Appendix

PEAK Matrix® framework

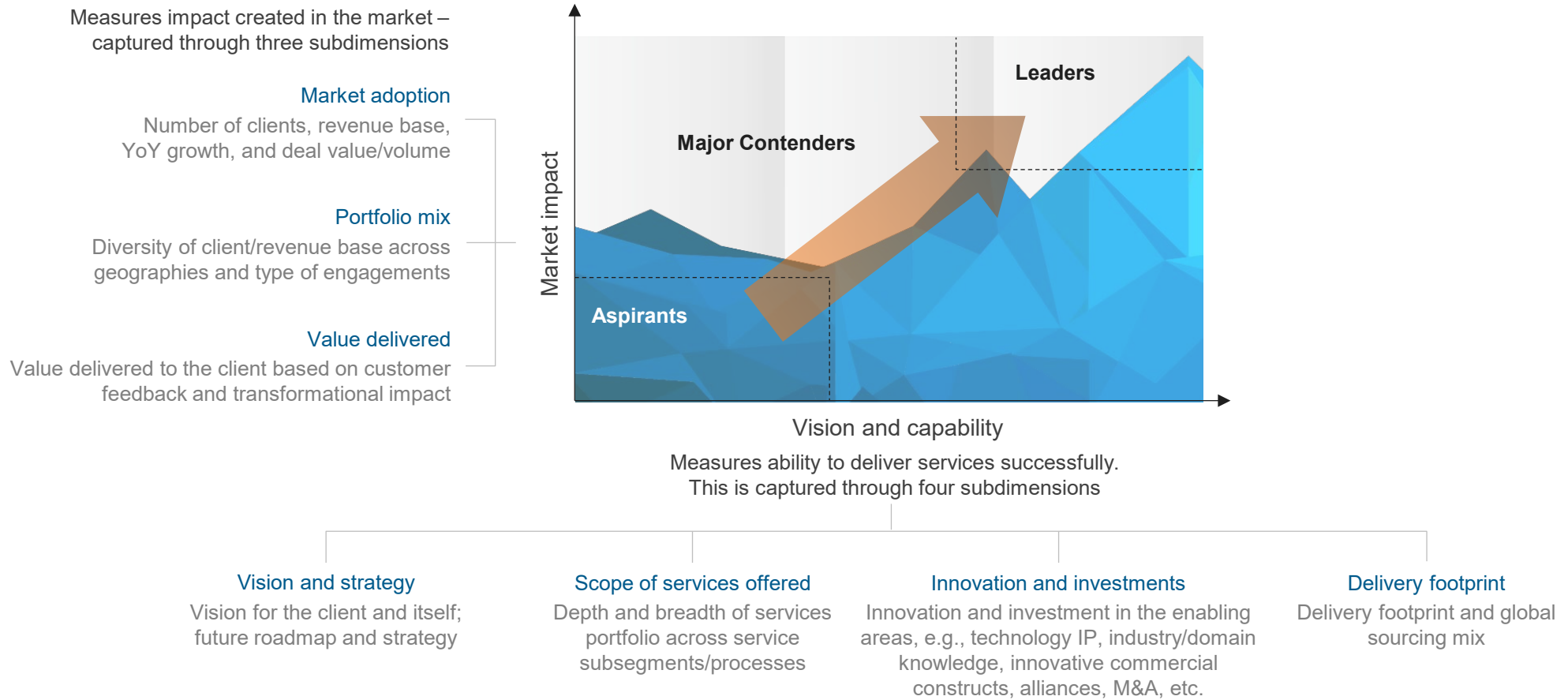
FAQs

# Everest Group PEAK Matrix® is a proprietary framework for assessment of market impact and vision and capability

Everest Group PEAK Matrix



# Services PEAK Matrix® evaluation dimensions



## FAQs

**Q: Does the PEAK Matrix® assessment incorporate any subjective criteria?**

**A:** Everest Group's PEAK Matrix assessment takes an unbiased and fact-based approach that leverages provider / technology vendor RFIs and Everest Group's proprietary databases containing providers' deals and operational capability information. In addition, we validate/fine-tune these results based on our market experience, buyer interaction, and provider/vendor briefings.

**Q: Is being a Major Contender or Aspirant on the PEAK Matrix, an unfavorable outcome?**

**A:** No. The PEAK Matrix highlights and positions only the best-in-class providers / technology vendors in a particular space. There are a number of providers from the broader universe that are assessed and do not make it to the PEAK Matrix at all. Therefore, being represented on the PEAK Matrix is itself a favorable recognition.

**Q: What other aspects of the PEAK Matrix assessment are relevant to buyers and providers other than the PEAK Matrix positioning?**

**A:** A PEAK Matrix positioning is only one aspect of Everest Group's overall assessment. In addition to assigning a Leader, Major Contender, or Aspirant label, Everest Group highlights the distinctive capabilities and unique attributes of all the providers assessed on the PEAK Matrix. The detailed metric-level assessment and associated commentary are helpful for buyers in selecting providers/vendors for their specific requirements. They also help providers/vendors demonstrate their strengths in specific areas.

**Q: What are the incentives for buyers and providers to participate/provide input to PEAK Matrix research?**

**A:** Enterprise participants receive summary of key findings from the PEAK Matrix assessment

For providers

- The RFI process is a vital way to help us keep current on capabilities; it forms the basis for our database – without participation, it is difficult to effectively match capabilities to buyer inquiries
- In addition, it helps the provider/vendor organization gain brand visibility through being included in our research reports

**Q: What is the process for a provider / technology vendor to leverage its PEAK Matrix positioning?**

**A:** Providers/vendors can use their PEAK Matrix positioning or Star Performer rating in multiple ways including:

- Issue a press release declaring positioning; see our citation policies
- Purchase a customized PEAK Matrix profile for circulation with clients, prospects, etc. The package includes the profile as well as quotes from Everest Group analysts, which can be used in PR
- Use PEAK Matrix badges for branding across communications (e-mail signatures, marketing brochures, credential packs, client presentations, etc.)

The provider must obtain the requisite licensing and distribution rights for the above activities through an agreement with Everest Group; please contact your CD or contact us

**Q: Does the PEAK Matrix evaluation criteria change over a period of time?**

**A:** PEAK Matrix assessments are designed to serve enterprises' current and future needs. Given the dynamic nature of the global services market and rampant disruption, the assessment criteria are realigned as and when needed to reflect the current market reality and to serve enterprises' future expectations.

# Stay connected

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