

***ISG** Provider Lens™

Healthcare Digital Services

Payer Digital Transformation Services

U.S. 2020

Quadrant Report



A research report
comparing provider
strengths, challenges
and competitive
differentiators

Customized report courtesy of:

HCL

March 2021

About this Report

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The research and analysis presented in this report includes research from the ISG Provider Lens™ program, ongoing ISG Research programs, interviews with ISG advisors, briefings with services providers and analysis of publicly available market information from multiple sources. The data collected for this report represents information that ISG believes to be current as of December 2020 for providers who actively participated as well as for providers who did not. ISG recognizes that many mergers and acquisitions have taken place since that time, but those changes are not reflected in this report.

All revenue references are in U.S. dollars (\$US) unless noted.

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EXECUTIVE SUMMARY

The global pandemic of COVID-19 unquestionably accelerated the move to digital services in the healthcare industry. However, ISG considers this the acceleration of pre-pandemic activity by healthcare providers and payers to enhance operations, reduce costs and improve engagement with their stakeholders using digital services.

For years, new players have been entering the healthcare markets from the technology solutions business, including hyperscale cloud behemoths such as Amazon, Google and Microsoft. In October 2020, Microsoft released Microsoft Cloud for Healthcare, which includes data models, cross-cloud connectors, workflows, application programming interfaces (APIs) and built-in healthcare-specific components, along with its horizontal cloud apps and services. Salesforce Health Cloud is a popular healthcare customer relationship management (CRM) solution supported by most service providers in this study. At present, health technology stalwarts such as Allscripts, Cerner and Optum are expanding their service offerings, posing a competitive threat to traditional IT service providers.

The service providers in this industry are ready for a change not only because of new entrants and the shift to digital and cloud but also because of contract expiration. According to ISG Research, between 2021 and 2023, a total of 384 IT outsourcing (ITO) deals are expected to expire in the healthcare industry in North America. Application development and management (ADM) and infrastructure, as well as pure ADM services, account for about 74 percent of the total expiring deals by total contract value. As healthcare companies in the U.S. seek to control costs and change with the market, digital transformation is growing, along with business process as a service (BPaaS).

Interoperability remains a challenge for the industry, resulting in inadequate data sharing, especially between payers and providers. The Fast Healthcare Interoperability Resources (FHIR) standard was developed to exchange health information. In December, the U.S. Centers for Medicare and Medicaid Services (CMS) issued a proposed rule to require Medicaid, Children's Health Insurance Program (CHIP) and Qualified Health Plan (QHP) programs to build HL7 FHIR-based APIs to support data exchange and prior authorization. The rule also includes a proposed API standard for healthcare operations nationwide. The 21st Century Cures Act: Information Blocking, Interoperability, and the Office of the National Coordinator for Health Information Technology (ONC) Health IT Certification Program Final Rule (ONC Cures Act Final Rule) requires health IT developers to comply with a set of certifications, APIs and other data access improvements. In April, also to address interoperability Google Cloud rolled out the general availability of Cloud Healthcare API, a tool to make it easier for health systems and providers to connect data across different sources and share that data with patients. In December, Amazon Web Services (AWS) launched HealthLake for storage and analysis of data, automatically structured into the FHIR standard. All the service providers in this study embrace the FHIR standard in their digital transformation programs.

Automation is key to digital services as healthcare enterprises gradually adopt robotic process automation (RPA) and artificial intelligence (AI) technologies to improve specific processes, including claims processing, medical diagnosis and patient care management. With the ongoing COVID-19 pandemic, there is an increased adoption of telemedicine systems as doctors must overcome lockdowns and reduce in-person exposure risks to

treat their patients. Healthcare providers are deploying connected healthcare monitoring devices at an explosive rate: According to the Consumer Technology Association, the U.S. shipment revenue rose by 73 percent in 2020 and is forecast to reach US\$1.2 billion by 2024. Security is an essential component of a digital services ecosystem for employee productivity and patient record protection. In addition, ride-hailing platform companies are joining with their own services. Lyft Healthcare already provides non-emergency medical transportation (NEMT) services in the U.S., and it recently partnered with Anthem, JPMorgan Chase, United Way and others to get people in underserved communities to COVID-19 vaccination sites.

The COVID-19 pandemic will continue to influence the behavior of U.S. policymakers, citizens and companies in the healthcare ecosystem in 2021 as they take a fresh look at the business of healthcare management in the war against this disease that is dragging onward. In early January 2021, the U.S. Department of Health and Human Services (HHS) renewed the declaration of the public health emergency from the COVID-19 pandemic, extending key waivers for regulations on services such as telehealth until April. Recent executive actions from the new presidential administration to help quell the pandemic include commitments to government assistance in prevention, care and treatments for COVID-19 and to the supply chain and worker health. In the next few years, the healthcare industry services for all aspects of care will look radically different. Governmental and intergovernmental agencies are building new frameworks for disease response and data sharing. Public and private alliances and collaborations are emerging and will be mandated soon. Regulations, spending priorities and the current resiliency posture of healthcare

ecosystems will determine the “new future” for healthcare payers and providers. It is against this backdrop that digital services will be central to positive outcomes in health and the health business.

Payer Digital Transformation Services

According to the U.S. Census Bureau, the percentage of people with health insurance coverage for all or part of 2019 (the most recent year studied) was 92 percent, and private health insurance continued to be more prevalent than public, covering 68 percent and 34 percent of the population, respectively. However, the insured are dissatisfied with their health insurance companies. The American Customer Satisfaction Index (ACSI) shows that Americans were less satisfied with their health insurance in 2020, and the discontent is permeating nearly the entire industry. Member satisfaction weakened by 2.7 percent to an ACSI score of 72, bringing the industry to its lowest point since 2016. Claims are becoming harder to submit and processing is taking longer. However, the U.S. payers seek to remedy these issues, and digital transformation helps them meet member service requirements, changing regulations and competitive pressures. Payers measure the success of technology investments based on business outcomes, so finance and other business leaders – not IT – often drive digital transformation.

Payers are using RPA to automate mundane back-end business processes such as price estimates using predefined rules, documentation of insurance contracts, claims notification and verification processes across their value chain. Many payers apply AI in the back office by combining multiple data sources to interpret clinical data to improve services. Healthcare

payers require a frictionless flow of information between sales and service channels. By leveraging automation, payers can significantly lower costs, enable faster decision-making and focus on product and service innovations. More advanced technologies such as blockchain are rarely used, despite use cases such as sharing patient data records.

Accenture, Cognizant, HCL, IBM, Infosys, NTT DATA, Optum, TCS, UST, Wipro are identified as Leaders, while EXL and Genpact are Rising Stars.

Provider Digital Transformation Services

Healthcare providers are in crisis. In the U.S., the COVID-19 pandemic has overloaded hospitals, stalled elective procedures and reduced productivity, with many professionals are unable to do their jobs, all of which has erased profits. The ACSI measures patient satisfaction with hospitals (including inpatient, outpatient and emergency room services) as well as ambulatory care (office visits to doctors, dentists, optometrists and mental health professionals). Following a sharp drop last year of more than 5 percent, patient satisfaction with hospitals fell to the lowest level in nearly two decades. For ambulatory care, patient satisfaction retreated for the first time in five years, dropping to an all-time low.

In response, healthcare providers are changing from a fee-for-service to a value-based care (VBC) delivery model, as patients are increasingly expecting personalized and cost-effective care. Digital services are facilitating greater value at reduced cost with minimal touch interactions. In addition, VBC is shifting the healthcare paradigm from “disease care” to “health outcomes.” The service providers in this study embrace VBC and help their

clients move toward it through digital transformation. Investments in cloud solutions to help enable digital services are driven in part by the need for greater agility in the time of a pandemic, coupled with the growing expectation for transparency through easily accessible portals and mobile solutions.

Healthcare providers are increasingly introducing wearables and other sensors to monitor patient health and influence the course and choices of patient care. Digital channels that are centered around the patient can dramatically influence wellness, facilitate the capture of data to improve efficacy of treatments and feed other applications to monitor and better manage diseases.

Accenture, Atos, Cerner, Cognizant, HCL, IBM, NTT DATA, Optum, and Wipro are identified as leaders, while Persistent and UST are Rising Stars.

Payer Business Process As A Service

Automating business processes is critical to payers seeking to reduce costs and streamline services. Business process as a service (BPaaS) reduces TCO by breaking silos and optimizing costs. It also helps payers modernize their operations and accelerate their transition to a VBC model. Operational flexibility is another benefit that is considered important in pandemic and post-pandemic times. Cloud infrastructure supports modernization of payer infrastructure as well as movement to enterprise agility, which will help the service providers in this study that excel in BPaaS to offer strong cloud migration services.

Accenture, Cognizant, Genpact, NTT DATA, UST and Wipro are identified as leaders, while Conduent is a Rising Star.

Introduction

Simplified Illustration



Source: ISG 2020

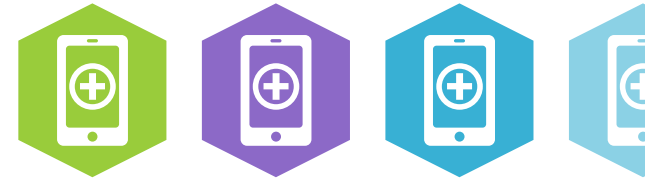
Definition

The healthcare and life sciences industries are, more than ever, under pressure to change. The COVID-19 pandemic and public demand for more effective outcomes are mandating the acceleration of actions needed to better meet care lifecycle requirements and build patient-centric business models. All segments of the industry are being compelled to comply with new regulations, integrate waves of competitive mergers and acquisitions and adapt to the needs of the aging population. However, blockbuster mergers have precipitated costly integration efforts. Also, consumers expect advanced and convenient digital service delivery. At the same time, many companies are struggling to keep pace with growing demands for their services and increasing competitive pressures.

Definition (cont.)

Scope of the Report

Digital transformation helps address many of the current and anticipated industry challenges. In the U.S. healthcare industry, digital transformation services help payer and provider segments evolve to better serve their constituents. As payers shift the focus of their purchase decisions to business outcomes, finance and other business leaders are driving digital transformation. While some enterprises do it themselves, others use BPaaS solutions. This report covers Healthcare Digital Services in the U.S. across three quadrants, shown below. A second report covers Healthcare Digital Services in Germany and a third covers Life Sciences Digital Services globally.



Provider Classifications

The provider position reflects the suitability of IT providers for a defined market segment (quadrant). Without further additions, the position always applies to all company sizes classes and industries. In case the IT service requirements from enterprise customers differ and the spectrum of IT providers operating in the local market is sufficiently wide, a further differentiation of the IT providers by performance is made according to the target group for products and services. In doing so, ISG either considers the industry requirements or the number of employees, as well as the corporate structures of customers and positions IT providers according to their focus area. As a result, ISG differentiates them, if necessary, into two client target groups that are defined as follows:

- **Midmarket:** Companies with 100 to 4,999 employees or revenues between US\$20 million and US\$999 million with central headquarters in the respective country, usually privately owned.
- **Large Accounts:** Multinational companies with more than 5,000 employees or revenue above US\$1 billion, with activities worldwide and globally distributed decision-making structures.

Provider Classifications

The ISG Provider Lens™ quadrants are created using an evaluation matrix containing four segments (Leader, Product & Market Challenger and Contender), and the providers are positioned accordingly.

Leader

The Leaders among the vendors/providers have a highly attractive product and service offering and a very strong market and competitive position; they fulfill all requirements for successful market cultivation. They can be regarded as opinion leaders, providing strategic impulses to the market. They also ensure innovative strength and stability.

Product Challenger

The Product Challengers offer a product and service portfolio that provides an above-average coverage of corporate requirements, but are not able to provide the same resources and strengths as the Leaders regarding the individual market cultivation categories. Often, this is due to the respective vendor's size or weak footprint within the respective target segment.

Market Challenger

Market Challengers are also very competitive, but there is still significant portfolio potential and they clearly fall behind the Leaders. Often, the Market Challengers are established vendors that are somewhat slow to address new trends due to their size and company structure, and therefore have some potential to optimize their portfolio and increase their attractiveness.

Contender

Contenders still lack mature products and services or sufficient depth and breadth in their offering, but also show some strengths and improvement potential in their market cultivation efforts. These vendors are often generalists or niche players.

Provider Classifications (cont.)

Each ISG Provider Lens™ quadrant may include a service provider(s) which ISG believes has strong potential to move into the Leader quadrant. This type of provider can be classified as a Rising Star. Number of providers in each quadrant: ISG rates and positions the most relevant providers according to the scope of the report for each quadrant and limits the maximum of providers per quadrant to 25 (exceptions are possible).

Rising Star

Companies that receive the Rising Star award have a promising portfolio or the market experience to become a leader, including the required roadmap and adequate focus on key market trends and customer requirements. Rising Stars also have excellent management and understanding of the local market. This award is only given to vendors or service providers that have made significant progress toward their goals in the last 12 months and are expected to reach the Leader quadrant within the next 12-24 months due to their above-average impact and strength for innovation.

Not In

The service provider or vendor was not included in this quadrant. There might be one or several reasons why this designation is applied: ISG could not obtain enough information to position the company; the company does not provide the relevant service or solution as defined for each quadrant of a study; or the company did not qualify due to market share, revenue, delivery capacity, number of customers or other metrics of scale to be directly compared with other providers in the quadrant. Omission from the quadrant does not imply that the service provider or vendor does not offer this service or solution, or confer any other meaning.

Healthcare Digital Services - Quadrant Provider Listing 1 of 2

	Payer Digital Transformation Services	Provider Digital Transformation Services	Payer Business Process as a Service
Accenture	● Leader	● Leader	● Leader
Allscripts	● Not in	● Product Challenger	● Not in
Atos	● Product Challenger	● Leader	● Not in
Birlasoft	● Not in	● Contender	● Not in
Cerner	● Not in	● Leader	● Not in
CGI	● Contender	● Not in	● Not in
Cognizant	● Leader	● Leader	● Leader
Conduent	● Contender	● Not in	● Rising Star
Deloitte	● Contender	● Market Challenger	● Not in
DXC	● Product Challenger	● Product Challenger	● Not in
emids	● Product Challenger	● Product Challenger	● Not in
EPAM	● Product Challenger	● Product Challenger	● Not in
EXL	● Rising Star	● Product Challenger	● Not in
Firstsource Healthcare	● Not in	● Not in	● Product Challenger
Genpact	● Rising Star	● Contender	● Leader
HCL	● Leader	● Leader	● Not in

Healthcare Digital Services - Quadrant Provider Listing 2 of 2

	Payer Digital Transformation Services	Provider Digital Transformation Services	Payer Business Process as a Service
Hexaware	● Product Challenger	● Product Challenger	● Not in
IBM	● Leader	● Leader	● Not in
Infosys	● Leader	● Not in	● Contender
Leidos	● Not in	● Contender	● Not in
LTI	● Product Challenger	● Not in	● Not in
Mphasis	● Product Challenger	● Contender	● Product Challenger
NTT DATA	● Leader	● Leader	● Leader
Optum	● Leader	● Leader	● Product Challenger
Persistent	● Product Challenger	● Rising Star	● Not in
Sutherland	● Contender	● Contender	● Not in
TCS	● Leader	● Market Challenger	● Market Challenger
Tech Mahindra	● Product Challenger	● Product Challenger	● Contender
UST	● Leader	● Rising Star	● Leader
Virtusa	● Contender	● Not in	● Not in
Wipro	● Leader	● Leader	● Leader



Healthcare Digital Services Quadrants



ENTERPRISE CONTEXT

Payers Digital Transformation Services

This report is relevant to healthcare payer enterprises across the U.S. for evaluating providers offering digital transformation services such as back-office automation services and clinical data management services to healthcare payer enterprises.

In this quadrant report, ISG highlights the current market positioning of service providers that offer digital transformation services to healthcare payer enterprises in the U.S. and how each provider addresses the key challenges faced in the region.

It is widely known that healthcare lags other industries in the adoption of digital technology, mainly due to legacy practices, regulatory obstacles and privacy requirements. However, the pandemic brought on by the COVID-19 outbreak has forced healthcare payers and regulators to develop interim solutions that facilitate a swifter adoption of digital technologies.

Compared with other industries, healthcare payers often have less control over factors that are fundamental to their operations and profitability. Frequent regulatory changes, peaks and valleys in claims volume and healthcare innovations all have a significant influence on the industry. In the face of these challenges, health insurers are constantly on the lookout for areas where they can optimize. Digital technologies such as robotic process automation (RPA) and artificial intelligence (AI) have opened a wide range of opportunities for payers to achieve unprecedented gains in efficiency while improving customer engagement. Applying

intelligent automation to claims processing is one of the strongest levers that payers can pull to achieve unprecedented levels of operational efficiencies and drive down costs.

In the U.S., some providers offering digital transformation services to healthcare payers also offer provider digital transformation services and payer business process as a service (BPaaS). Enterprises are looking for trustworthy and committed partners that can address the challenges and provide a roadmap for setting up an optimal IT infrastructure.

Healthcare payers and IT and technology leaders should read this report to understand the relative positioning and capabilities of providers and thus effectively plan and select the appropriate digital services and solutions. The report also shows how the technical and integration capabilities of a service provider compare with the rest in the market.

Digital transformation professionals should read this report to understand how providers of healthcare digital transformation services fit their digital transformation initiatives and how they compare with one another.

Government, procurement and vendor management professionals should read this report to develop a better understanding of the current landscape of service providers offering digital transformation for healthcare payers in the U.S.

Security leaders should read this report to see how service providers address the significant challenges of compliance and security without compromising patient privacy and experience.

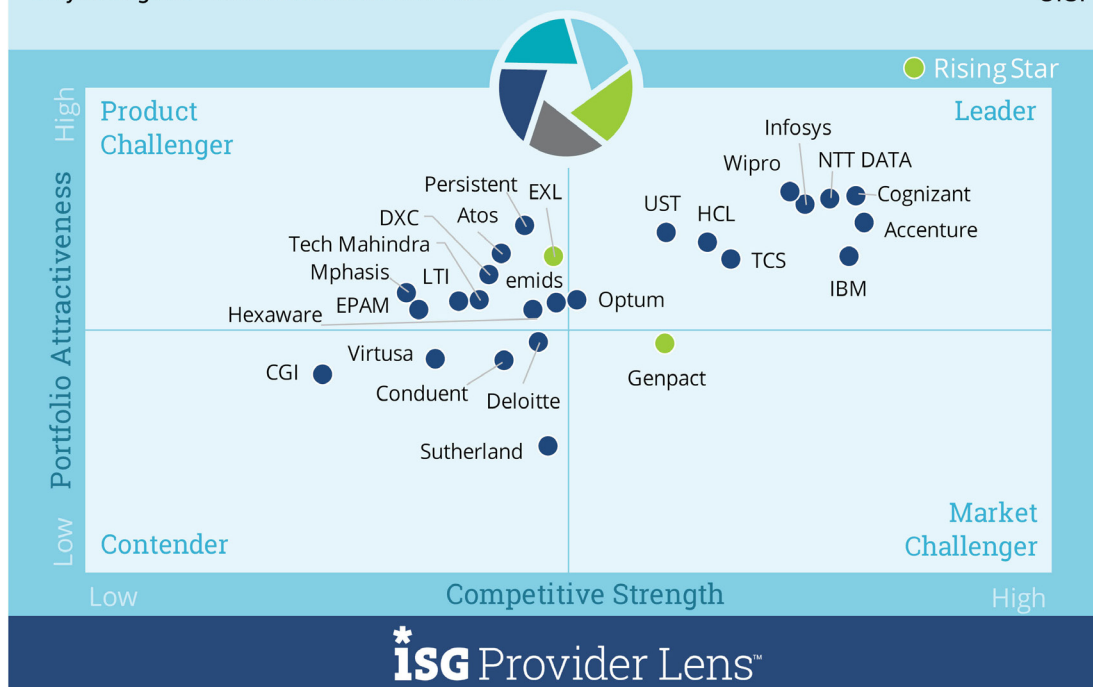
PAYER DIGITAL TRANSFORMATION SERVICES

Definition

This quadrant assesses a service provider's ability to deliver digital transformation services to payers, also known as insurance plan companies in the U.S. and statutory health insurance companies in Germany. Digital transformation services help payers progressively prioritize a digital-first pathway to improve patient care. The services should help these insurance companies reach and serve their members wherever they are, via computers, remote monitors, smartphones and other mobile devices. The services should also address payers' operational processes, such as claims processing, member verification and enrollment. Service modernization capabilities should also be clear.

Healthcare Digital Services Payer Digital Transformation Services

2020
U.S.



Source: ISG Research 2020

PAYER DIGITAL TRANSFORMATION SERVICES

Eligibility Criteria

- Platform consulting for the use of the right emerging healthcare technologies, with the ability to plan, develop and implement consumer-grade interfaces of employee systems and member information sources, including mobile apps
- Established or emerging basic/standard relationships with trusted partners, including startup innovators
- Ability to provide services for digitization of processes while navigating regulation complexities
- Ability to provide consultation services on the development of models using AI, machine learning (ML) and analytics
- Experience in large transition projects that include consolidation of merged companies and modernization of systems and applications

Observations

- **Accenture** is one of the largest service providers to U.S. healthcare payers. Accenture has acquired 20 companies with digital heritage, now offered via its Accenture Interactive, Accenture Analytics and Accenture Mobility units and innovation centers in the U.S.
- **Cognizant's** TriZetto suite is a healthcare-specific solution for payers. The firm spent US\$1.4 billion in 2020 on acquisitions, including those supporting payer digital transformation, such as purchases of companies with expertise in cloud, configure-price-quote (CPQ) and billing, digital consulting, digital marketing and ServiceNow.
- **HCL** strengthened its digital health offerings with acquisitions, including Actian for data integration and analysis; seven IBM software products for security and digital experience; and Strong-Bridge Envision for digital transformation consulting. It has as clients U.S. regional plans such as the single-state or regional plans in the Blue Cross Blue Shield Association (Blues).
- **IBM** leverages its unmatched market presence, cloud capabilities, R&D and Watson Health to offer service to the U.S. payers.

PAYER DIGITAL TRANSFORMATION SERVICES

Observations (cont.)

- **Infosys** Healthcare Platform (IHP) offers the U.S. payers an AI-first business strategy to support decisions that improve member experience and achieve higher efficiencies.
- **NTT DATA** has honed its U.S. healthcare payer services strategy over several decades. The company includes the former Dell Services and more recent acquisitions in the U.S., which include Cognosante Consulting, a provider of health IT solutions, business process outsourcing services and consulting, as well as Nete, a provider of digital services to the U.S. Department of Health and Human Services.
- **Optum** is a large subsidiary of UnitedHealth Group, the largest healthcare company in the world. The OptumInsight unit will combine with recently acquired Change Healthcare to form a health technology-centric products and services giant.
- **TCS** offers U.S. payers cloud and digital transformation with data analytics as well as operating model transformation services.
- **UST** serves healthcare as a core industry, growing at double-digit rates.
- **Wipro** services the top ten commercial U.S. health plans, three-quarters of the Blues and many individual, Medicare and Medicaid plans. Its portfolio of services goes across the payer value chain, including claims administration, member management, provider management, care management and administration.
- **EXL** (Rising Star) launched the EXL Health brand in 2020 with many healthcare domain experts. EXL claims six of the top ten U.S. healthcare payers as clients.
- **Genpact** (Rising Star) has an alliance with Deloitte that, if it can extend beyond Finance and Accounting, gives payers a reliable combination of expertise in process, domain and digital. Genpact also partners with Plexis for payer administration and claims processing, as well as with AWS, IBM and Microsoft for cloud.

HCL



Overview

HCL is a global provider of services with more than 150,000 employees, headquartered in Noida, India. HCL generated US\$9.9 billion in revenue in FY2020, growing at a CAGR of 14.1 percent between FY2017 and FY2020. Its healthcare division employs about 7,500 associates. ISG estimates that about 4 percent of revenue is derived from the company's established and growing service business for healthcare payers and providers in North America, which includes dozens of large U.S. payers, directly supported by about 3,000 HCL employees.



Strengths

Acquisitions with a healthcare focus and impact: HCL strengthened its digital health offerings by acquiring Actian for data integration and analysis, seven IBM software products for security and digital experience, and Strong-Bridge Envision for digital transformation consulting. HCL adds services to products such as these around an infrastructure to provide payers with end-to-end platform-based services in a managed services model.

Payer experience with Blues and recent large payer wins: HCL's primary focus has been on the Blues and other regional health plans, and it is gradually attracting some large national payer clients interested in its vendor consolidation and cost optimization initiatives.

Healthcare industry collaboration for innovation: HCL is actively participating in industry forums and academic collaborations such as the CHIME and HIMSS digital forums. In academia, HCL collaborated with the MIT Computer Science and Artificial Intelligence Laboratory (CSAIL) to develop an in-house tool called EXACTO that uses state-of-the-art ML algorithms and natural-language processing (NLP) capabilities. The company has innovation center partnerships around the world.



Caution

HCL faces significant competition, especially as it pursues the largest national payers, which have different needs from smaller regional and local plans. The company must offer innovative contracts and technologies to maintain growth in the U.S. healthcare payer market. In 2021, HCL will need to convince clients that digital acceleration is not a temporary fix to pandemic-related business changes but instead is critical to the long-term survival of players of all sizes.



2021 ISG Provider Lens™ Leader

HCL offers payers market experience and important new capabilities, including CMS interoperability, healthcare data and analytics, as well as a member engagement platform.

The image features a dark blue background with a light blue horizontal band at the top. On the left side, there are several circular icons resembling camera apertures, arranged in a diagonal line from the bottom left towards the center. These icons are in various shades of blue and white. The word "Methodology" is written in a white, serif font on the right side of the image.

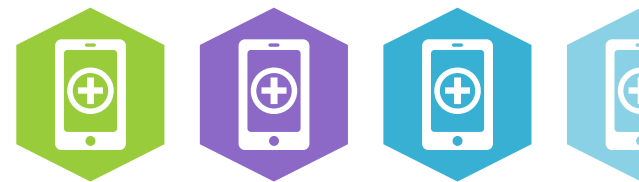
Methodology

METHODOLOGY

The research study “ISG Provider Lens™ 2020 – Healthcare Digital Services” analyzes the relevant software vendors/service providers in the global market, based on a multi-phased research and analysis process, and positions these providers based on the ISG Research methodology

The study was divided into the following steps

1. Definition of Healthcare Digital Services
2. Use of questionnaire-based surveys of service providers/vendor across all trend topics
3. Interactive discussions with service providers/vendors on capabilities & use cases
4. Leverage ISG's internal databases & advisor knowledge & experience (wherever applicable)
5. Detailed analysis & evaluation of services & service documentation based on the facts & figures received from providers & other sources.
6. Use of the following key evaluation criteria:
 - Strategy & vision
 - Innovation
 - Brand awareness and presence in the market
 - Sales and partner landscape
 - Breadth and depth of portfolio of services offered
 - Technology advancements



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Ron Exler is a Director and Principal Analyst with the ISG Provider Lens (IPL) service, a part of ISG Research, leading IPL studies including Internet of Things (IoT) and Healthcare Digital Services. Ron has led product management at enterprise software companies, run enterprise research advisory services, and advised, built and deployed innovative technology inside large enterprises. Ron holds a Master of Science degree in Cartography from the University of Wisconsin as well as a Bachelor of Science degree from Oregon State University. Ron also holds the ISG Digital Xpert certification.



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Mr. Aase brings extensive experience in the implementation and research of service integration and management of both IT and business processes. With over 35 years of experience, he is highly skilled at analyzing vendor governance trends and methodologies, identifying inefficiencies in current processes, and advising the industry. Jan Erik has experience on all four sides of the sourcing and vendor governance lifecycle - as a client, an industry analyst, a service provider and an advisor. Now as a research director, Partner and Global Head - ISG Provider Lens™, he is very well positioned to assess and report on the state of the industry and make recommendations for both enterprises and service provider clients.

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March 2021

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