

Health Plan-in-a-box

AI-powered, unified, digital solution for building a
progressive health plan



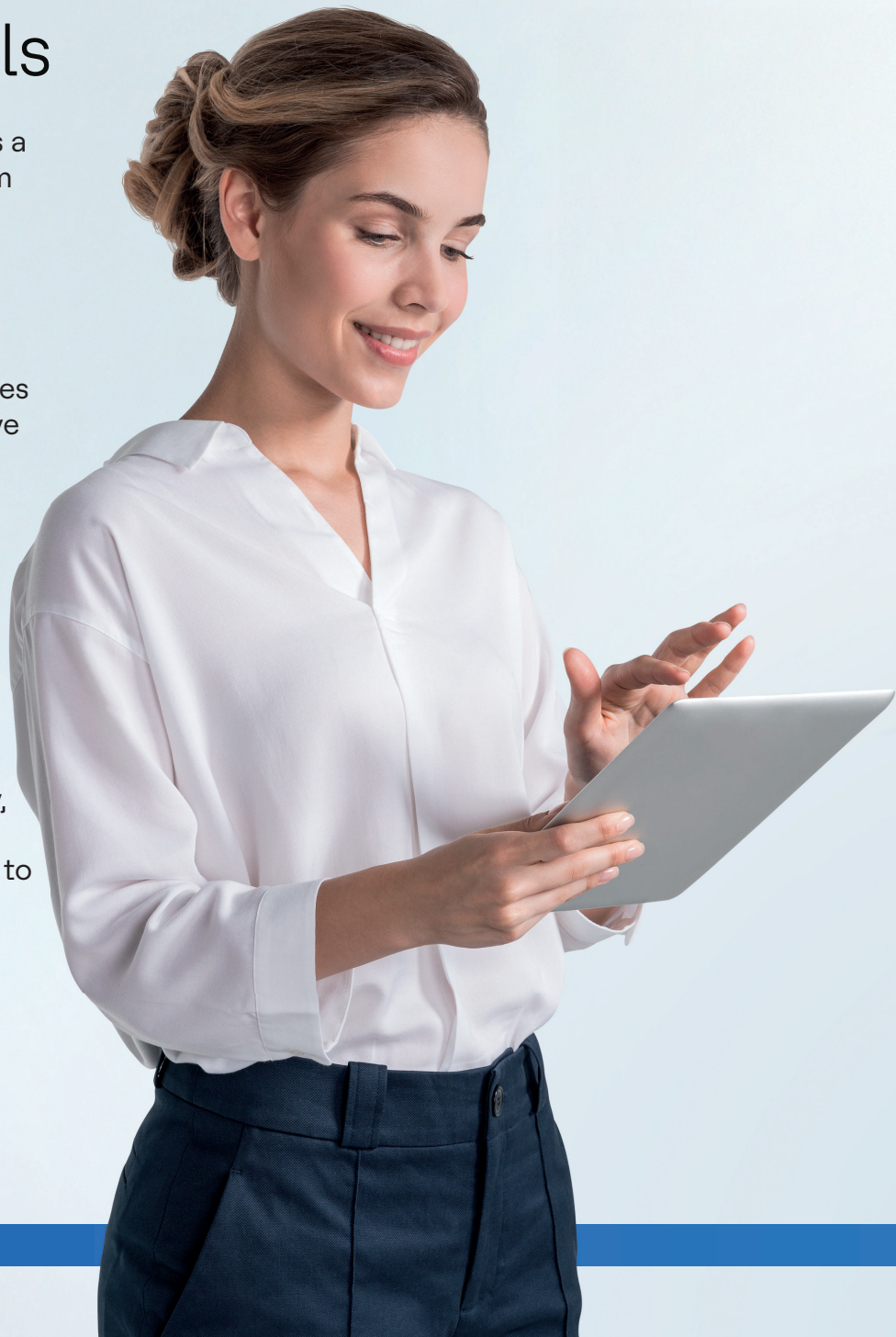
Growing technology debt and process inefficiencies are major challenges for today's health plans in closing gaps between consumer expectations and affordability. This technology debt causes them to lose nearly 20–30% of revenue annually. To reduce this debt, it is imperative for health plans to modernize, optimize and scale their technology and operations to move in sync with market needs and achieve results.

HCLTech's Health Plan-in-a-box is a high-performance, seamlessly integrated solution and service factory model for health plans to run, grow and match the pace of their evolving business model changes and customer needs. It helps to unwind the complexity of legacy IT burdens, inflexible, disconnected systems and manual processes and establishes a scalable, cloud-native and AI-ready Tech-Ops that health plans today seek.

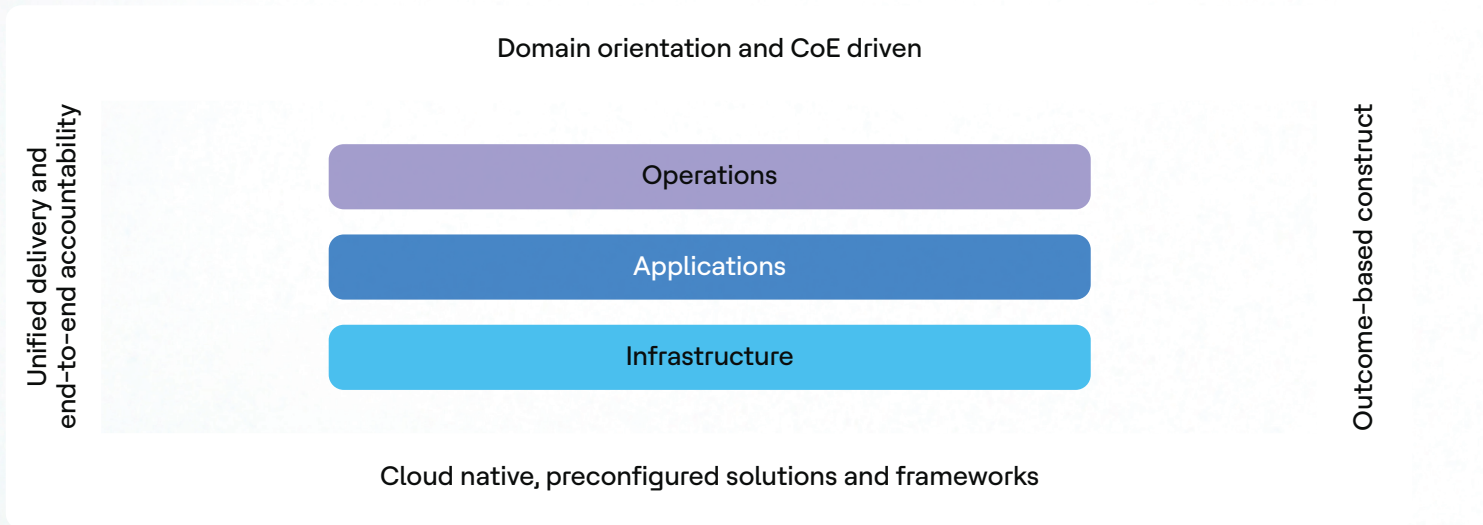
Solution details

Our Health Plan-in-a-box proposes a future-ready technology ecosystem (infrastructure, applications and platforms) that seamlessly blends with the health plan's core admin systems and value chain functions. This integration streamlines operations with best practices, drives productivity gains and helps achieve higher revenue growth through incremental administrative cost savings.

From AI-powered contact centers and optimized agentic workflows to Fast Healthcare Interoperability Resources (FHIR)-compliant data infrastructure and predictive intelligence, Health Plan-in-a-box boosts agility, reduces tech debt complexity and prepares health plan organizations to stay responsive and competitive in dynamic environments.



HCLTech's Health Plan-in-a-box



Single, end-to-end ownership with performance, compliance and outcomes guaranteed across business and IT layers.



Tighter integration of people, processes, partners and technology to deliver experiential customer service and higher quality of care.



Adoption of standardized "best in class" business processes, service collections and AI-led intelligent automation.



Unified technology and operations in a 'one office' model that enables faster digital transformation and rapid business growth.



Enables operational scale, speed, accuracy and efficiency by putting data and intelligence at the center of everything.





Differentiators

Whether launching a new plan, expanding to new markets or enhancing the consumer experience, HCLTech's Health Plan-in-a-box model empowers health plans to scale and transform their business for the future with a ready-to-operate ecosystem that balances innovation with agility without compromising on cost, quality or compliance.

Cost optimization through rationalization

Consolidates applications, infrastructure and operations to drive down costs via modernization and rationalization initiatives

Modular and future-ready architecture

Integrates best-of-breed components that align with evolving regulatory needs and payer business models

Governance-led smart workforce model

Ensures high compliance and cost savings through strong governance frameworks and intelligent workforce orchestration

AI and Agentic automation infused

Embeds analytics, AI and agentic automation to boost workforce productivity and deliver faster, insight-driven outcomes

Platform-agnostic flexibility

Designed to work across diverse ecosystems with no platform or application constraints, enabling faster deployment and lower technical debt

Industrialized, scalable delivery model

Utilizes a factory model with vetted starter kits to support rapid, repeatable deployment and scalability

Success story

For a regional health plan, HCLTech unified service delivery across applications, infrastructure and business operations under the Health Plan-in-a-box model. This **increased productivity by 30%** and resulted in **40% automation** with product-centric governance, leading to **15-20% cost reduction** year-over-year.



HCLTech | Supercharging Progress™

HCLTech is a global technology company, home to more than 223,000 people across 60 countries, delivering industry-leading capabilities centered around digital, engineering, cloud and AI, powered by a broad portfolio of technology services and products. We work with clients across all major verticals, providing industry solutions for Financial Services, Manufacturing, Life Sciences and Healthcare, Technology and Services, Telecom and Media, Retail and CPG, and Public Services. Consolidated revenues as of 12 months ending March 2025 totaled \$13.8 billion. To learn how we can supercharge progress for you, visit hcltech.com

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