



Everest Group PEAK Matrix[®] for Healthcare Provider Digital Services 2020

Focus on Infinite
July 2020



Copyright © 2020 Everest Global, Inc.

This document has been licensed for exclusive use and distribution by Infinite

Background of the research

Healthcare providers have historically been mired down by the legacy IT estate and regulations that have had the unfortunate consequence of incentivizing them to maintain the status quo. However, that is not an option anymore, particularly as healthcare providers scramble to meet the unprecedented needs of a world disrupted by the COVID-19 pandemic. Healthcare providers are now being forced to jump on the digital bandwagon to meet the demands faced by the healthcare ecosystem to battle this outbreak.

To support enterprises on their digital journeys, service providers are ramping up capabilities through healthcare-specific partnerships and acquisitions. This, in turn, is driving the need for research and market intelligence on demand and supply trends in healthcare provider digital services. Everest Group's healthcare ITS research program addresses this market need by analyzing demand themes and service provider capabilities in healthcare provider digital services.

In this report, we analyze the capabilities of 22 IT service providers specific to the healthcare provider sector globally. These service providers are mapped on the Everest Group PEAK Matrix®, which is a composite index of a range of distinct metrics related to a provider's capability and market impact. We focus on:



Provider digital services market size and growth



Digital services themes for healthcare providers



Assessment of the service providers on several capability- and market success-related dimensions



Everest Group's independent remarks on service providers

Scope of this report

- **Geography:** Global
- **Services:** Digital services
- **Industry:** Healthcare provider

Healthcare Provider Digital Services PEAK Matrix® characteristics

Leaders:

Accenture, Cognizant, Deloitte, NTT DATA, Optum, and TCS

- Leaders have established themselves as front runners to support healthcare provider clients that look to service providers to help them achieve transformation through digital initiatives
- Leaders have a balanced mix of solutions in their portfolios, are able to come up with innovative digital use cases for healthcare firms, and continue to keep pace with the market dynamics through continued investments in technology and services capability development (internal IP/tools, CoEs, innovation centers, M&A, partnerships, etc.)
- They have showcased high levels of proactiveness in taking their innovations and next-generation service offerings to clients. They have delivered value and exhibited success in large provider engagements
- They have displayed a holistic vision for the broader healthcare domain and tend to be the providers of choice for large healthcare firms looking for partners with a similar global footprint
- That said, the current Leaders face a stiff challenge from progressive Major Contenders in terms of both digital services capabilities and commercials. Hence, they need to focus on building effective solutions that leverage next-generation technology trends and also address the cost-takeout mandate

Major Contenders:

Wipro, DXC Technology, HCL Technologies, IBM, Atos, emids, CitiusTech, Infinite, Virtusa, Infostretch, Tech Mahindra, and GAVS

- Major Contenders have witnessed decent traction in select areas within the provider digital services domain. However, they require to expand their vision to address the broader market
- While some have built meaningful capabilities to deliver a wide range of digital services for the healthcare provider lines of business and value chain, their service portfolios are not as balanced and comprehensive as those of Leaders, which is also reflected in demonstrable market success. Having said that, a few of these players are establishing strong foothold in the market either through their healthcare domain expertise (such as CitiusTech and emids) or client intimacy (such as Infinite and Infostretch)
- Most Major Contenders are making continued investments in developing internal IP and tools, as well as expanding their service and technology partnership networks in order to plug their capability gaps, and are, thereby, positioning themselves as strong challengers to the Leaders in this space

Aspirants:

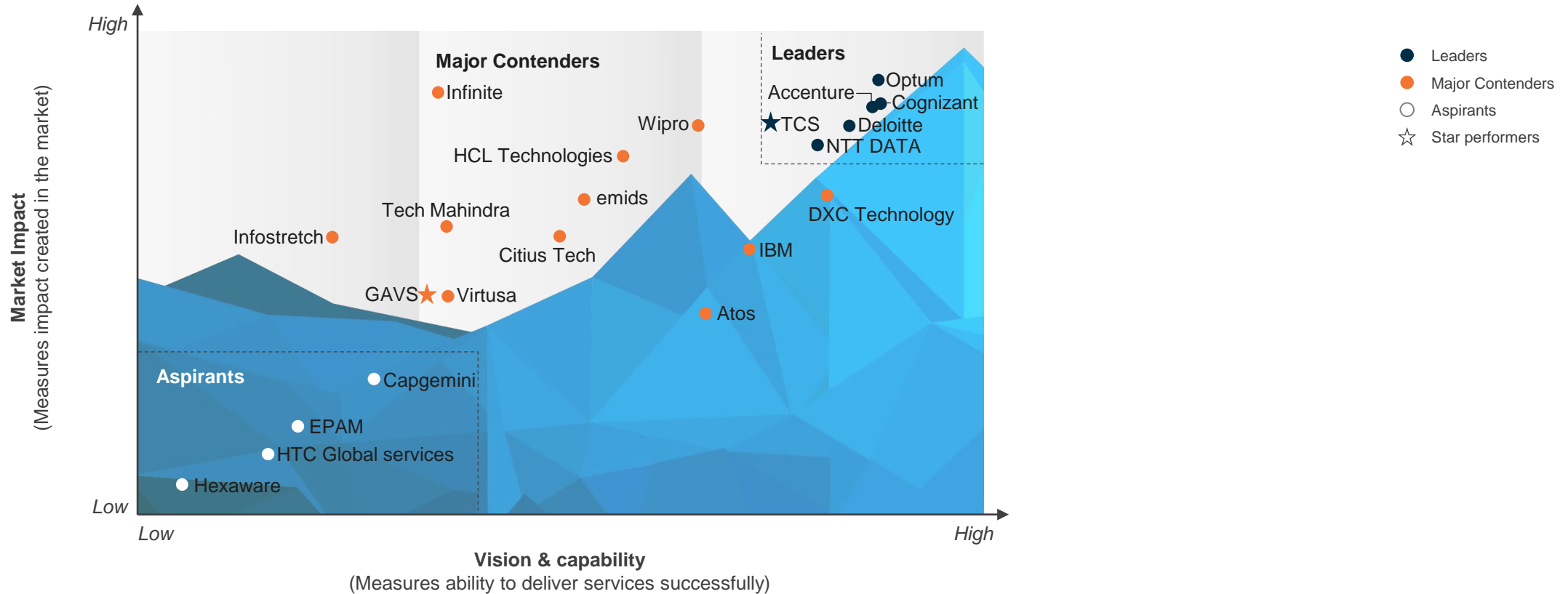
Capgemini, EPAM, Hexaware, and HTC Global Services

- The provider services business of Aspirants is in the initial stages of growth and is not a primary focus area or source of revenue generation
- Most of these players offer vertical-agnostic offerings applicable to healthcare providers, instead of solutions built specifically for healthcare provider clients
- These companies require making investments to build broader capabilities to cater to buyers (through service and technology partnerships as well as internal IP/tools)

Everest Group PEAK Matrix®

Healthcare Provider Digital Services PEAK® Matrix Assessment 2020 | Infinite positioned as a Major Contender

Everest Group Healthcare Provider Digital Services PEAK® Matrix Assessment 2020



1 PEAK Matrix specific to healthcare provider digital services

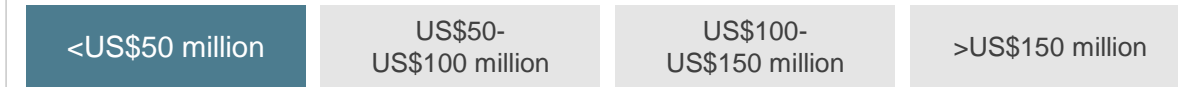
2 Assessments for Atos, Capgemini, Deloitte, EPAM, Hexaware, HTC Global Services and IBM excludes service provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interactions with buyers

Overview

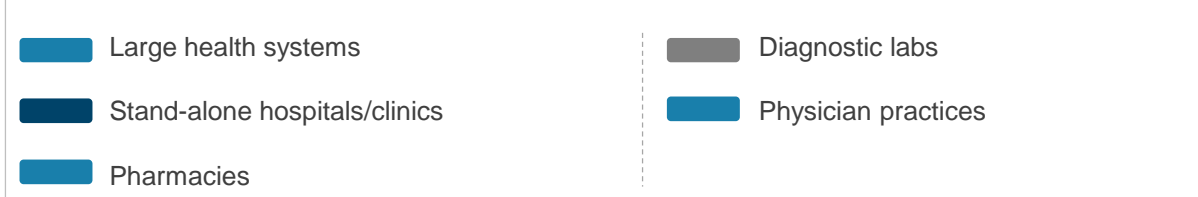
Vision

Infinite aims to revolutionize the way healthcare delivery happens and to reduce the per capita healthcare cost, while providing access to healthcare for people living in remote areas and near the poverty line by making basic healthcare available to individuals globally.

Healthcare provider digital services revenue



Adoption by LOBs



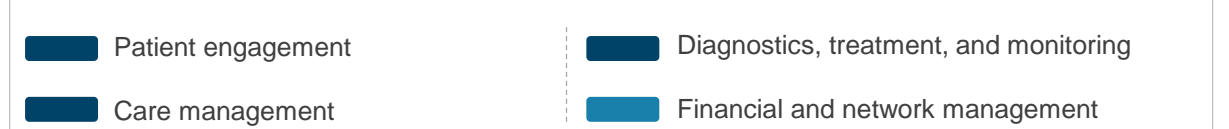
Revenue by buyer size



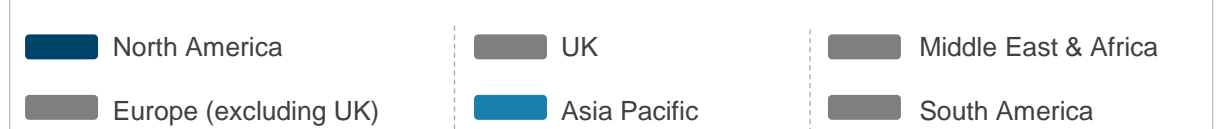
Key leaders

Harish Pai, Senior Vice President and CTO, Business Technology Solutions
 Himachal Mukhopadhyay, Executive Vice President and Healthcare BU Head
 Rajesh Rao, Senior Vice President, Healthcare Delivery

Provider IT services focus by value chain



Revenue by geography



Infinite | Healthcare provider digital services profile (page 2 of 3)

Offerings

Proprietary solutions (representative list)

Solutions name	Details
Zyter NurseAssist™ clinical management system	A solution suite that supports on-duty scheduling, patient vital tracking, nurse call automation, documenting episodes of care, vaccines monitoring, asset tracking, wayfinding in emergency situations, and providing care to numerous patients at the same time
Zyter PatientConnect™ remote in-home care suite	An RPM solution that addresses multiple aspects of patient monitoring services such as bedside monitoring, Tele-ICU, in-home monitoring, wearables & IoMT integration, and medicines & vaccines monitoring
Zyter HealthConnect™ secure telehealth system	A platform that enables secure, HIPAA-compliant, conversations between caregivers and their patients. It provides secure video conferencing, teleconsultation, virtual appointment, real-time collaboration services, healthcare data integration, and facility management solutions to providers, which facilitates establishing better connection with their patients
Zyter intelligent enterprise platform	Enterprise-grade provider and payer solutions that improve business, manage workflows, and engage patients at every stage of the patient journey <ul style="list-style-type: none"> • Connect clinical and extended care teams through secure messaging, context-aware intelligence, file share (photo/video), and notifications and alerts • Open APIs offer superior interoperability and enable access and data collation from various EHR/EMRs • Value-based machine learning suite provides insights into financial outcomes of provider's participation under various payer programs

Recent activities (representative list)










Development	Details
Investment	Invested in skill development around cloud, IoT, big data analytics, mobility, AI/ML/cognitive, and blockchain through trainings and certification and setting up of CoEs, solution accelerators, frameworks, and platform implementation

COVID-19 initiatives (representative list)

Development	Details
Zyter ThermalAlert™	A thermal imaging solution that allows superior technology and real-time monitoring to work across an enterprise. Zyter ThermalAlert™ identifies people with elevated body temperatures, sends immediate and secure alerts, and generates dashboards to put the most critical information within easy reach
Smart Screening powered by Zyter	An AI-based solution that allows patients and healthcare providers to stay safe by providing a step-by-step process to determine care needs

Everest Group assessment – Major Contender

Measure of capability:  High  Low

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

Strengths

- Competing and winning complex deals against large service providers on the back of its digital native nature, strong IP (solutions and platforms), and domain understanding
- Possesses significant mindshare among small healthcare providers, primarily due to high client intimacy
- Clients cite nimbleness, client management, and involvement from leadership as key strengths

Areas of improvement

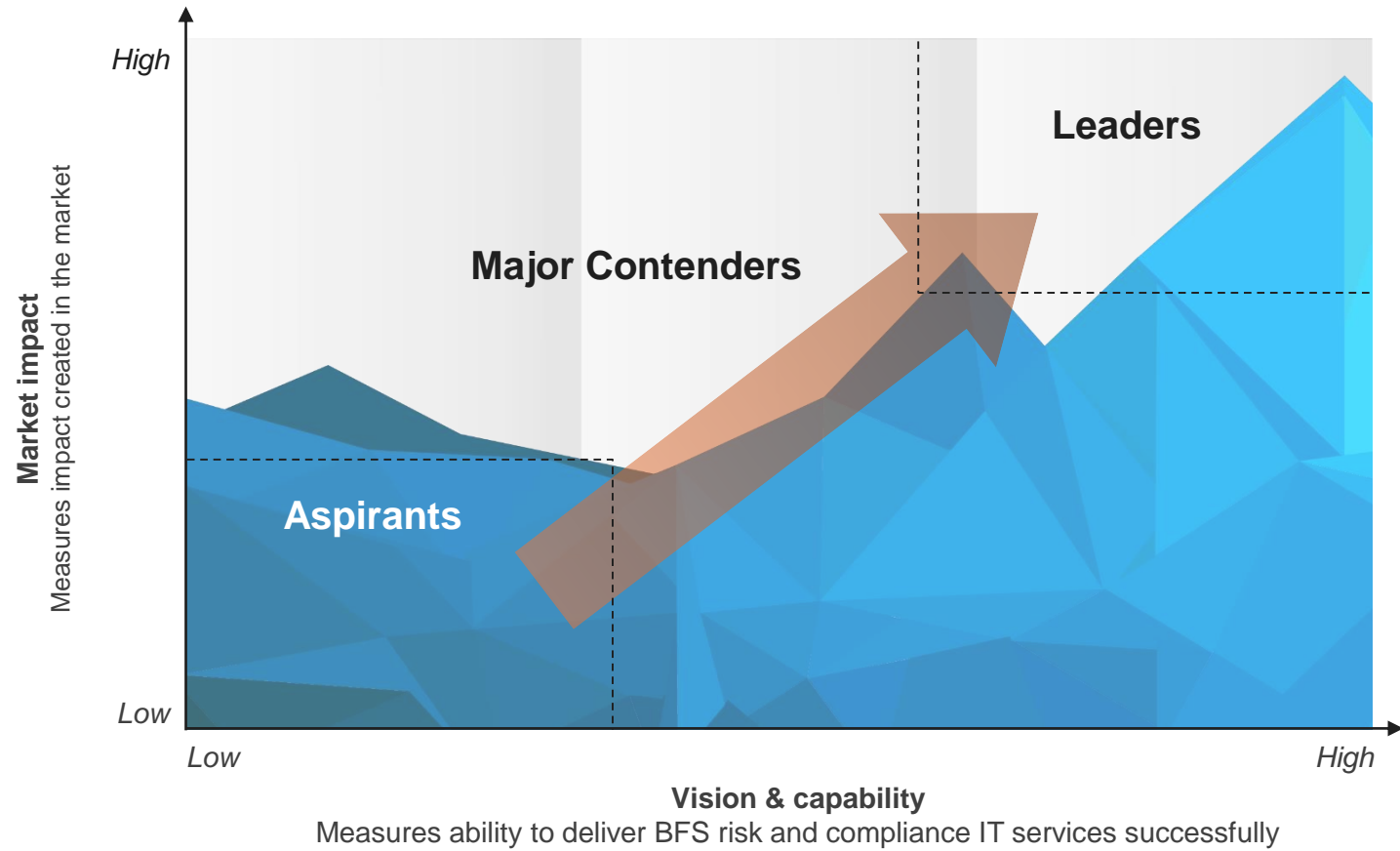
- Demonstrate proof-points showcasing end-to-end transformation capabilities for healthcare providers
- Establish healthcare-specific partnerships and alliances to expand scale and grow larger accounts
- Enhance thought leadership and invest in marketing efforts to build brand recall

Appendix

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



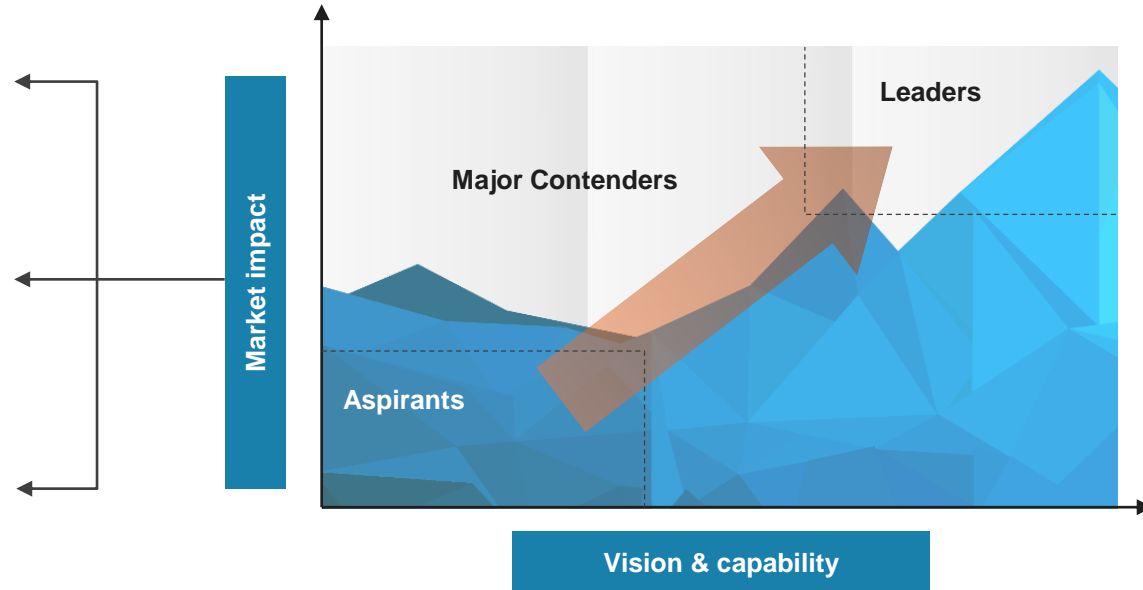
Everest Group PEAK Matrix



Services PEAK Matrix® evaluation dimensions

Measures impact created in the market – captured through three subdimensions

- Market adoption**
No. of clients, revenue base, YOY growth, and deal value/volume
- Portfolio mix**
Diversity of client/revenue base across geographies and type of engagements
- Value delivered**
Value delivered to the client based on customer feedback and transformational impact demonstrated through case studies



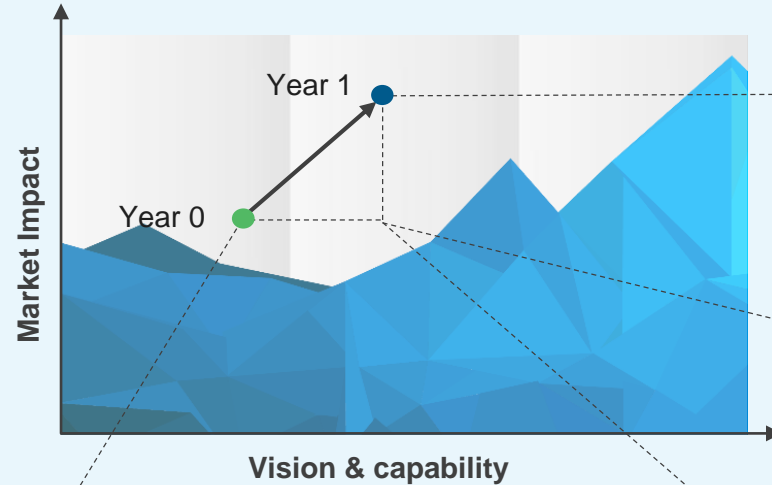
Measures ability to deliver services successfully. This is captured through four subdimensions

- Vision and strategy**
Vision for the client and itself; future roadmap and strategy
- Scope of services offered**
Depth and breadth of services portfolio across service subsegments/processes
- Innovation and investments**
Innovation and investment in the enabling areas, e.g., technology IP, industry/domain knowledge, innovative commercial constructs, alliances, and M&A
- Delivery footprint**
Delivery footprint and global sourcing mix

Everest Group confers the Star Performers title on providers that demonstrate the most improvement over time on the PEAK Matrix®

Methodology

Everest Group selects Star Performers based on the relative YOY improvement on the PEAK Matrix



In order to assess advances on **market impact**, we evaluate each service provider's performance across a number of parameters including:

- Yearly ACV/YOY revenue growth
- # of new contract signings and extensions
- Value of new contract signings
- Improvement in portfolio mix
- Improvement in value delivered

In order to assess advances on **vision and capability**, we evaluate each service provider's performance across several parameters including:

- Innovation
- Increase in scope of services offered
- Expansion of delivery footprint
- Technology-/domain-specific investments

We identify the service providers whose improvement ranks in the top quartile and award the Star Performer rating to those service providers with:

- The maximum number of top-quartile performance improvements across all of the above parameters AND
- At least one area of top-quartile improvement performance in both market success and capability advancement

The Star Performers title relates to YOY performance for a given vendor and does not reflect the overall market leadership position, which is identified as Leader, Major Contender, or Aspirant.

Does the PEAK Matrix® assessment incorporate any subjective criteria?

Everest Group's PEAK Matrix assessment adopts an unbiased and fact-based approach (leveraging service provider / technology vendor RFIs and Everest Group's proprietary databases containing providers' deals and operational capability information). In addition, these results are validated / fine-tuned based on our market experience, buyer interaction, and provider/vendor briefings

Is being a “Major Contender” or “Aspirant” on the PEAK Matrix, an unfavorable outcome?

No. The PEAK Matrix highlights and positions only the best-in-class service 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

What other aspects of PEAK Matrix assessment are relevant to buyers and providers besides the “PEAK Matrix position”?

A PEAK Matrix position is only one aspect of Everest Group's overall assessment. In addition to assigning a “Leader”, “Major Contender,” or “Aspirant” title, Everest Group highlights the distinctive capabilities and unique attributes of all the PEAK Matrix providers assessed in its report. The detailed metric-level assessment and associated commentary is helpful for buyers in selecting particular providers/vendors for their specific requirements. It also helps providers/vendors showcase their strengths in specific areas

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

- Participation incentives for buyers include a summary of key findings from the PEAK Matrix assessment
- Participation incentives for providers/vendors include adequate representation and recognition of their capabilities/success in the market place, and a copy of their own “profile” that is published by Everest Group as part of the “compendium of PEAK Matrix providers” profiles

What is the process for a service provider / technology vendor to leverage their PEAK Matrix positioning and/or “Star Performer” status ?

- Providers/vendors can use their PEAK Matrix positioning or “Star Performer” rating in multiple ways including:
 - Issue a press release declaring their positioning. See [citation policies](#)
 - Customized PEAK Matrix profile for circulation (with clients, prospects, etc.)
 - Quotes from Everest Group analysts could be disseminated to the media
 - Leverage PEAK Matrix 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 the designated POC at Everest Group.

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

PEAK Matrix assessments are designed to serve present and future needs of the enterprises. 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 as well as serve the future expectations of enterprises



About Everest Group

Everest Group is a consulting and research firm focused on strategic IT, business services, and sourcing. We are trusted advisors to senior executives of leading enterprises, providers, and investors. Our firm helps clients improve operational and financial performance through a hands-on process that supports them in making well-informed decisions that deliver high-impact results and achieve sustained value. Our insight and guidance empower clients to improve organizational efficiency, effectiveness, agility, and responsiveness. What sets Everest Group apart is the integration of deep sourcing knowledge, problem-solving skills and original research. Details and in-depth content are available at www.everestgrp.com.

Dallas (Headquarters)

info@everestgrp.com
+1-214-451-3000

Bangalore

india@everestgrp.com
+91-80-61463500

Delhi

india@everestgrp.com
+91-124-496-1000

London

unitedkingdom@everestgrp.com
+44-207-129-1318

New York

info@everestgrp.com
+1-646-805-4000

Toronto

canada@everestgrp.com
+1-416-388-6765

Stay connected

Website



www.everestgrp.com

Social Media



@EverestGroup



@Everest Group

Blog



www.everestgrp.com/blog/

This document is for informational purposes only, and it is being provided "as is" and "as available" without any warranty of any kind, including any warranties of completeness, adequacy, or fitness for a particular purpose. Everest Group is not a legal or investment adviser; the contents of this document should not be construed as legal, tax, or investment advice. This document should not be used as a substitute for consultation with professional advisors, and Everest Group disclaims liability for any actions or decisions not to act that are taken as a result of any material in this publication.