



Everest Group PEAK Matrix[®] for Healthcare Payer Digital Service Provider 2022

Focus on Mphasis
March 2023



Background of the research

Healthcare enterprises have made digital adoption the bedrock of their growth strategy to optimize processes, realize cost efficiencies, and enhance the member experience. With the healthcare industry evolving, enterprises are leveraging digital services to unlock prominent business use cases such as value-based care and population health management and to comply with changing regulations.

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

In this report, we present an assessment of 26 healthcare ITS providers. 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 payer digital services market size and growth, digital services themes for healthcare payers, assessment of the service providers on several capabilities and market success-related dimensions, and Everest Group's independent remarks on service providers.

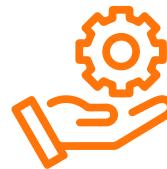
The full report features the following 26 leading service providers on the [Healthcare Payer Digital Services PEAK Matrix® Assessment 2022](#):

- **Leaders:** Accenture, Cognizant, Infosys, NTT DATA, Optum, TCS, and Wipro
- **Major Contenders:** Atos, Capgemini, Conduent, Emids, IBM, Infinite Computer Solutions, Mindtree, Mphasis, Persistent Systems, SoftServe, UST, and Virtusa
- **Aspirants:** Ascendum, HTC Global Services, Tech Mahindra, and Vee Technologies
- **Star Performers:** CitiusTech, EPAM, and HCL

Scope of this report



Geography
Global (focus on the US)



Providers
Healthcare payer



Services
Digital services

Healthcare payer digital services PEAK Matrix® characteristics

Leaders:

Accenture, Cognizant, HCL, Infosys, NTT DATA, Optum, TCS, and Wipro

- Leaders have established themselves as front-runners to support large payer accounts in their digital transformation journeys across various areas of the payer value chain such as claims management, network management, and policy servicing
- Leaders differentiate themselves through balanced portfolios, strong thought leadership, innovative digital solutions, and continued investments in technology and service capability development (internal IP/tools, CoEs, etc.)
- Enterprises prefer Leaders to be their strategic partners due to their strong healthcare experience and consulting expertise, understanding of the client's business, the ability to execute large-scale projects, and a robust partner ecosystem
- They have a strong innovation focus with significant investments in digital labs, partnerships, acquisitions, and collaborations to strengthen their capabilities and further build verticalized digital offerings around niche areas such as member engagement and coordinated care delivery

Major Contenders:

Atos, Capgemini, CitiusTech, Conduent, Emids, EPAM, IBM, Infinite Computer Solutions, Mindtree, Mphasis, Persistent Systems, SoftServe, UST, and Virtusa

- The service portfolios of Major Contenders are not as balanced as those of Leaders and tend to be less comprehensive in payer value chain coverage. However, Major Contenders are trying to bridge the gap with Leaders by making investments (e.g., partnerships with niche vendors and innovation labs) to scale up their offerings and increase value proposition
- Major Contenders' focus on being more client-centric, agile, and flexible is well-acknowledged by enterprises. Clients get adequate face time with senior leadership and appreciate the responsiveness of the senior management

Aspirants:

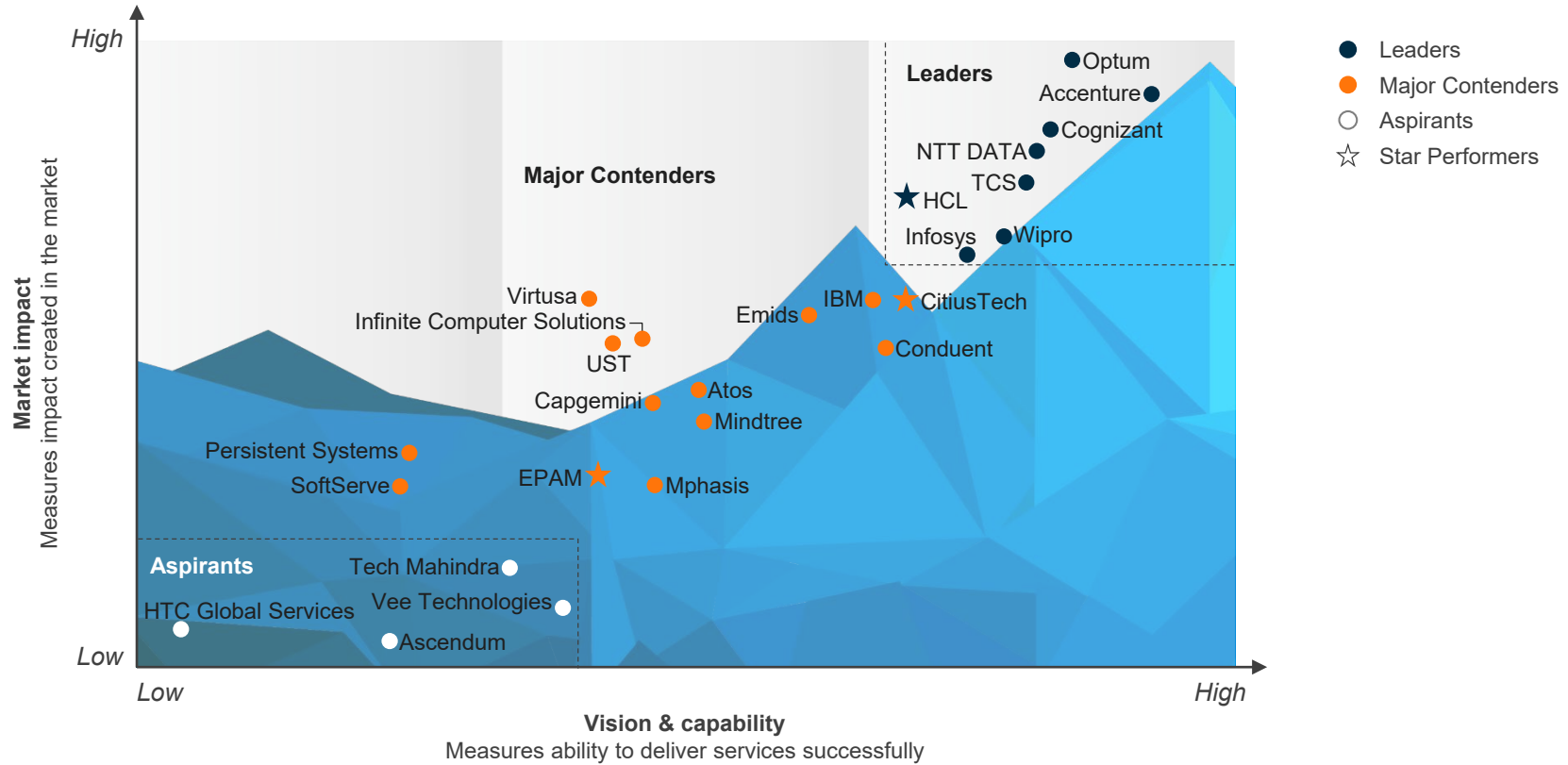
Ascendum, HTC Global Services, Tech Mahindra, and Vee Technologies

- Aspirants need to build a more mature partnership ecosystem – on both the horizontal and vertical front – to enhance their technical and domain expertise, and co-innovate and build more payer-specific solutions addressing multiple areas within the payer value chain
- Aspirants should look to enhance thought leadership and invest in marketing efforts backed by relevant case studies and proof points to enhance their vertical story and mindshare in the payer market

Everest Group PEAK Matrix®

Healthcare Payer Digital Services PEAK Matrix® Assessment 2022 | Mphasis positioned as Major Contender

Everest Group Healthcare Payer Digital Services PEAK Matrix® Assessment 2022¹



¹ Assessments for Ascendum, Cappgemini, Conduent, HTC Global Services, IBM, Tech Mahindra, and Vee Technologies exclude 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
 Source: Everest Group (2022)

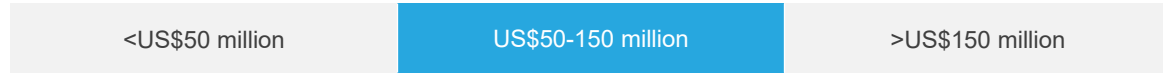
Mphasis | healthcare payer digital services profile (page 1 of 4)

Overview

Company mission/vision statement

Mphasis' vision is to drive digital transformation for its payer clients by offering solutions developed through the Mphasis X2C2™ framework led by its Front2Back™ (F2B) approach. It will continue to leverage its flagship payer platform –Javelina® – to provide features around core benefits administration for its payer clients and enable lean operations.

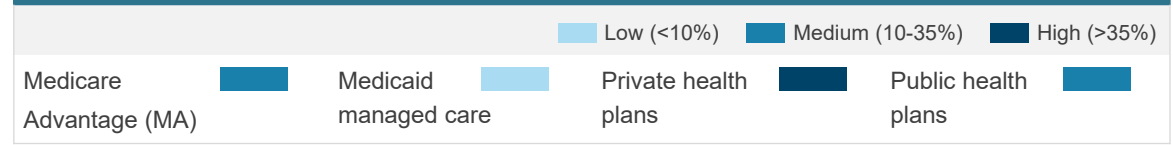
Healthcare payer digital services revenue



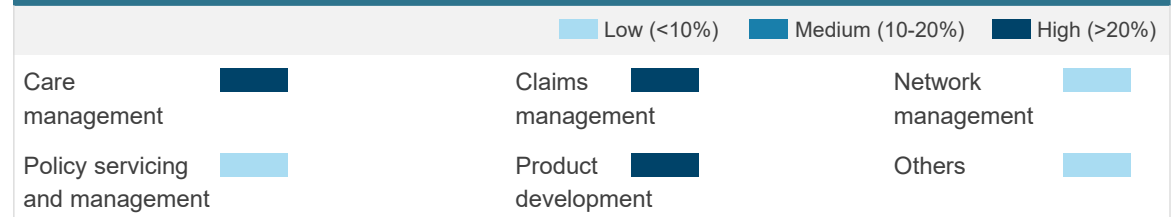
Key partnerships



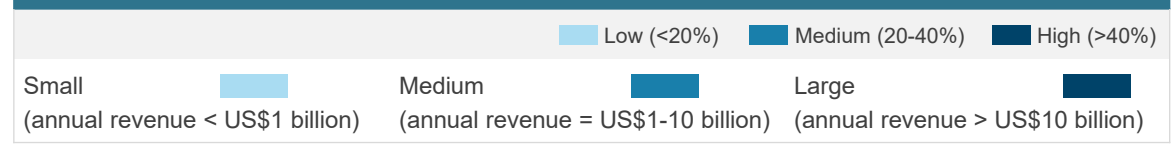
Revenue by line of business¹



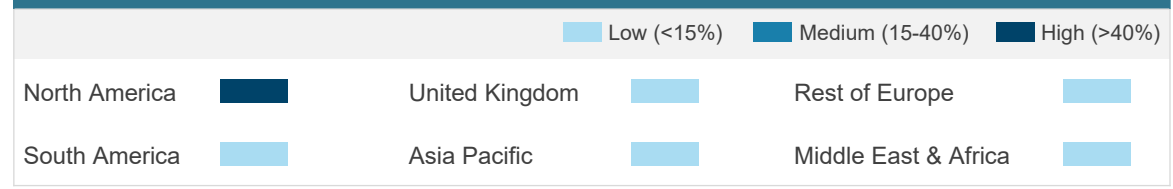
Revenue by value chain element¹



Revenue by buyer size¹



Revenue by geography¹



¹ All the revenue components add up to a total of 100%

Mphasis | healthcare payer digital services profile (page 2 of 4)

Key offerings

Proprietary solutions (representative list)	
Solution name	Details
Javelina Intelligent Core Platform	A cloud-based payer platform that has over 20 integrated components to facilitate product support in multiple areas such as pricing and billing components. These components are utilized for management and modeling of plans by product configuration and data access.
Provider Credentialing	A payer engagement solution that helps to automate and streamline the enrollment and credentialing process of providers
EnrollEnrich.io	An AI-based Enrollment-as-a-Service that enhances member experiences through efficient and optimized processes while reducing enrollment efforts and errors
AuthEnrich.io	A solution that reimagines the prior authorization journey by reducing authorization delays and bringing cost efficiencies, with the help of automations and AI bots
Digital Front Door	A solution that provides frictionless patient experience journey across touchpoints and channels, by building on the existing clinical datasets and applications, to provide a single gateway for the patient medical records
DeepInsights™	A cognitive computing platform, which transforms enterprise decision-making by conducting in-depth analysis of structured and unstructured data sources. It enables enterprises to engage with their customers through personalized experiences and explore newer business models.
InfraGenie™	An integrated service management and automation platform that responds to service requests, provides integrated dashboards, reduces manual intervention, and optimizes cost of operations
Healthcare Omnichannel UX – Portals and mobile application	A healthcare mobile application and web portal that provides a SaaS multi-tenant white-labeled solution that is customizable to the business needs of healthcare payers. It focuses on design-led user experience across entities such as member, providers, payers, employer groups, and brokers.

Mphasis | healthcare payer digital services profile (page 3 of 4)










Recent developments

Key events (representative list)			
Development	Type	Year	Details
CrossTower	Partnership	2022	Partnered with CrossTower, one of the leading crypto exchanges, to build a CoE focused on web 3.0 and a series of blockchain-based products. This partnership aims to scale the web 3.0 talent within Mphasis, providing new avenues for application of innovative blockchain-based solutions across multiple industries.
Stonebrook Risk Solutions	Partnership	2021	Partnered with Stonebrook to build a digital platform to transform healthcare across the United States. The platform enables to connect regional health plans, insurance companies, pharmacy benefits, consumer-directed health programs, and medical management companies into a nationwide network of providers to compete with national health plans for mid-tier employers.
Blink UX	Acquisition	2021	Acquired Blink UX, a user experience research, strategy, and design firm, to provide user-centered design and high-impact digital experiences to its clients
Delivery center	Investment	2021	Expanded its footprint in Germany, to support its growing presence in Europe, with the launch of a new delivery center for delivery of operational and digital services
Datalytx	Acquisition	2020	Acquired Datalytx – a data engineering and consultancy company. The acquisition strengthened Mphasis’ next-generation data strategy and enabled it to build capabilities relevant to the digital priorities of its clients.

Mphasis | healthcare payer digital services profile (page 4 of 4)

Everest Group assessment – Major Contender

Measure of capability:  Low  High

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

Strengths

- Mphasis offers the Javelina platform – a payer platform that manages end-to-end member life cycle (benefit determination, claims, and onboarding) through automated workflows and open-source architecture
- It leverages a strong partner ecosystem with technology vendors and HealthTech organizations to enhance its offerings; for instance, it has tie-ups with Zelis and A&G Healthcare to augment its payment integrity offerings
- It drives innovation through its Sparkle program – which consists of innovation labs, accelerator programs, and co-creation hubs – by engaging with educational institutions, industry bodies, and disruptive start-ups to co-innovate and build solutions for enterprises

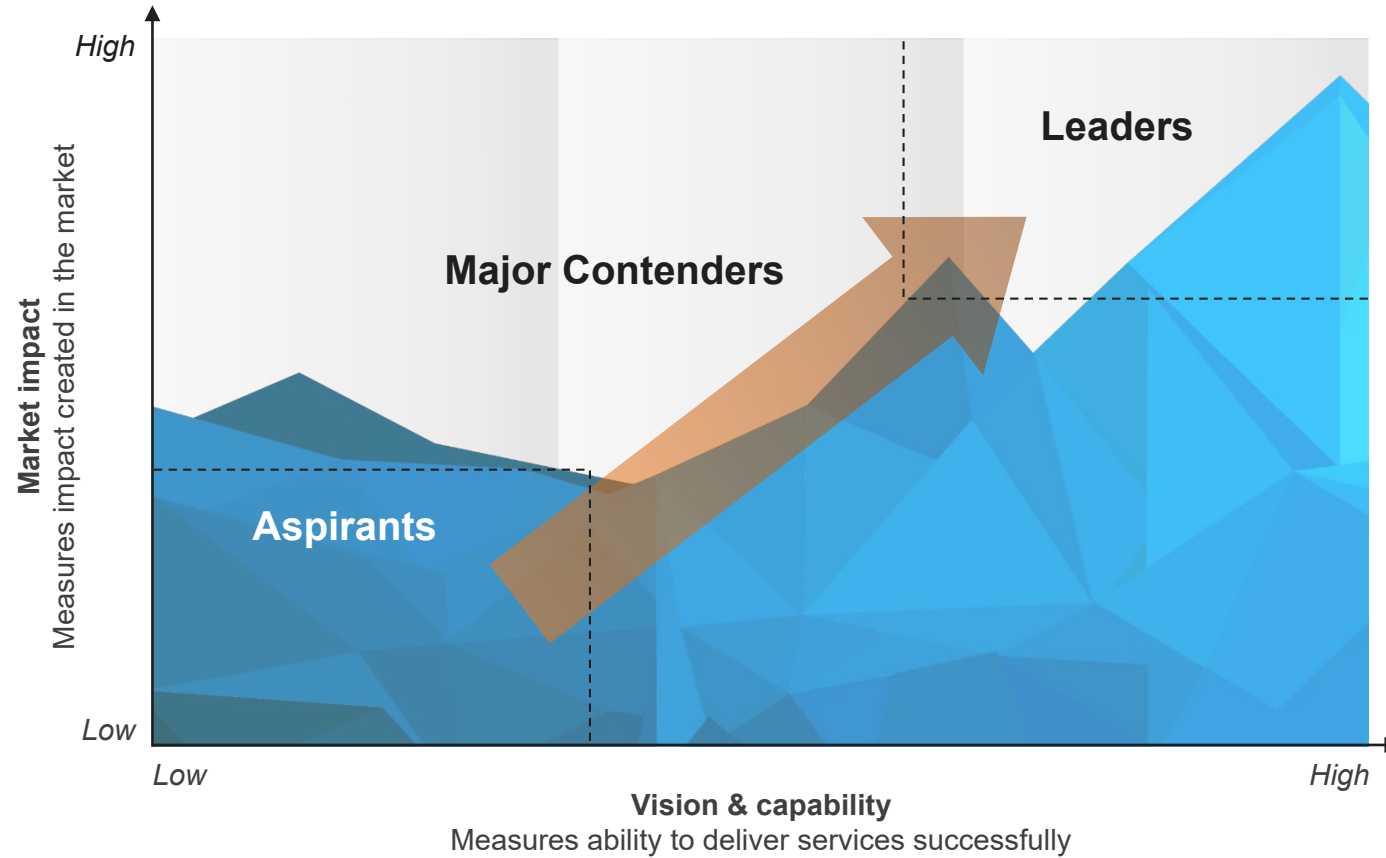
Limitations

- It should enhance its marketing efforts to better position its healthcare products (e.g., Javelina platform and HEALTHpac platform) in the payer market to gain mindshare and recognition
- While Mphasis has invested significantly to enhance its digital play, it needs to demonstrate proof points of leveraging these technologies for enabling large healthcare engagements

Appendix

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

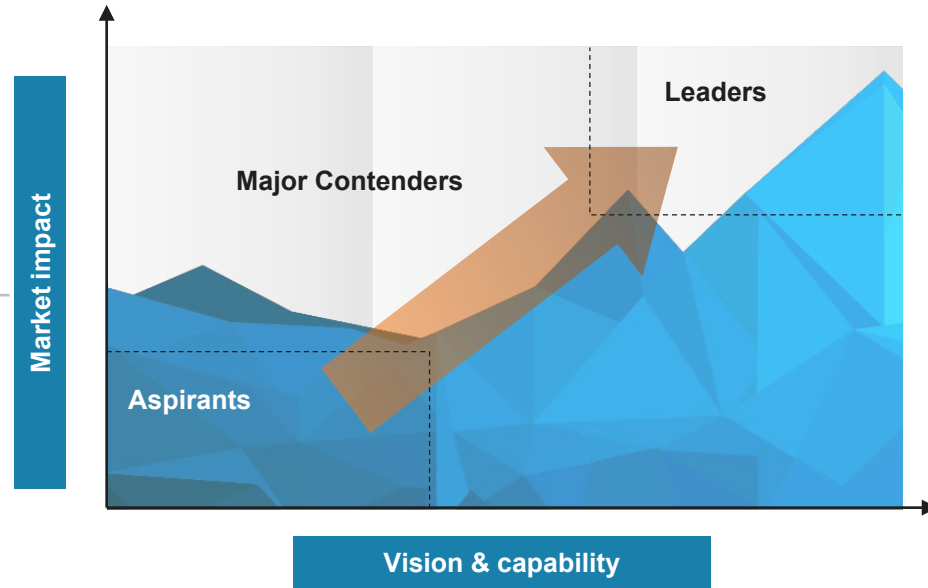
Everest Group PEAK Matrix



Services PEAK Matrix® evaluation dimensions

Measures impact created in the market – captured through three subdimensions

- Market adoption**
Number 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



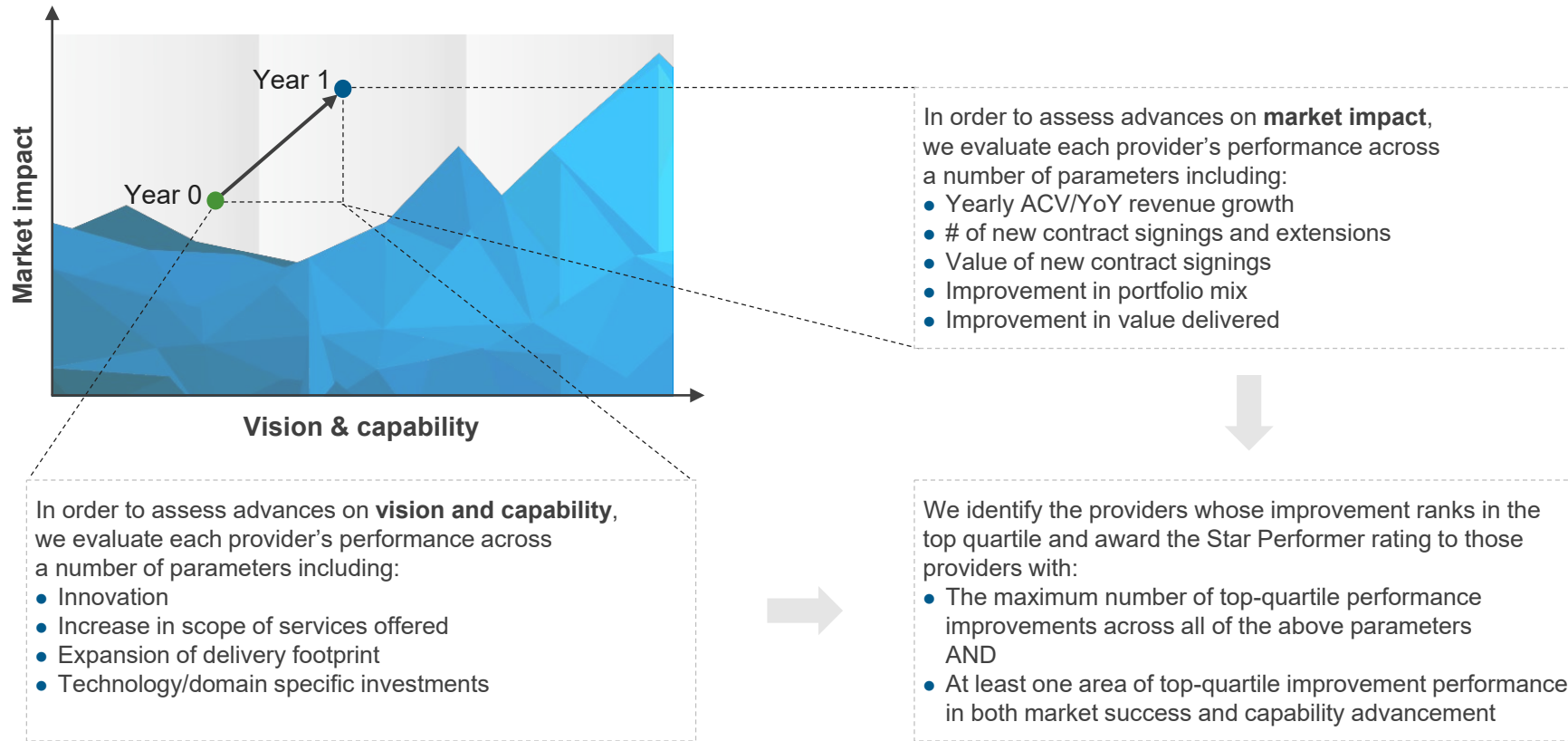
Measures ability to deliver services successfully. This is captured through four subdimensions

- 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, M&A, etc.
- 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



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.

FAQs

Does the PEAK Matrix® assessment incorporate any subjective criteria?

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.

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 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 the PEAK Matrix assessment are relevant to buyers and providers other than the PEAK Matrix positioning?

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.

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

- 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

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

- 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](#)

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

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.



Everest Group is a leading research firm helping business leaders make confident decisions. We guide clients through today's market challenges and strengthen their strategies by applying contextualized problem-solving to their unique situations. This drives maximized operational and financial performance and transformative experiences. Our deep expertise and tenacious research focused on technology, business processes, and engineering through the lenses of talent, sustainability, and sourcing delivers precise and action-oriented guidance. Find further details and in-depth content at www.everestgrp.com.

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