Everest Group PEAK Matrix™ for Healthcare Payer IT Service Providers

Focus on Wipro

October 2017

Introduction and scope

Everest Group recently released its report titled "Healthcare Payer IT Services – Service Provider Landscape with PEAK Matrix™ Assessment 2017". This report analyzes the changing dynamics of the healthcare payer IT services landscape and assesses service providers across several key dimensions.

As a part of this report, Everest Group updated its classification of 20 service providers on the Everest Group PEAK Matrix for healthcare payer IT Services into Leaders, Major Contenders, and Aspirants. The PEAK Matrix™ is a framework that provides an objective, data-driven, and comparative assessment of healthcare payer IT service providers based on their absolute market impact and vision & capability. Everest Group also identified three service providers as the "2017 Healthcare Payer IT Services Market Star Performers" based on the strongest forward movement demonstrated on the PEAK Matrix™ year-on-year.

Based on the analysis, **Wipro emerged as a Leader**. This document focuses on Wipro's healthcare payer IT services experience and capabilities. It includes:
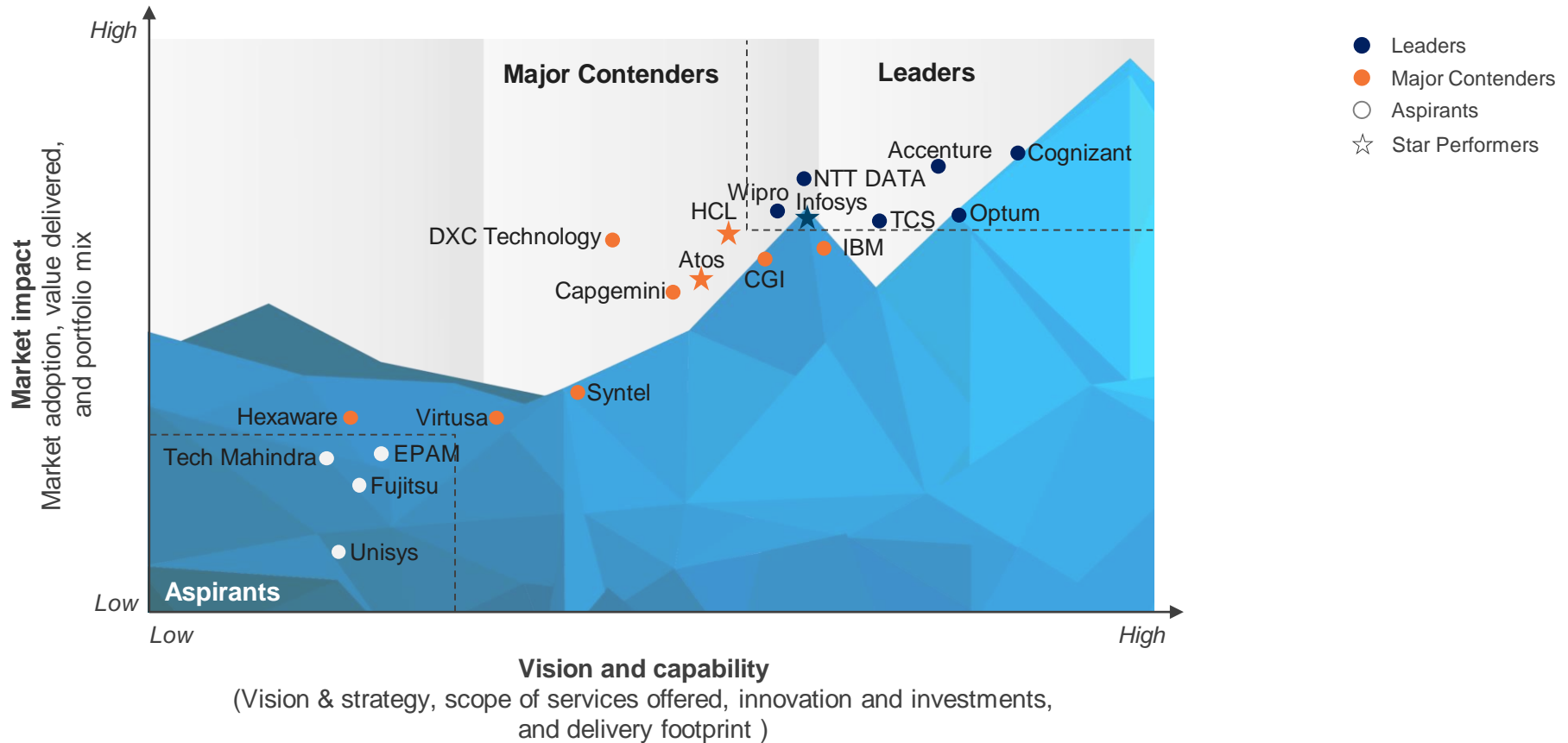
- Wipro's position on the healthcare payer IT services PEAK Matrix

- Detailed healthcare payer IT services profile of Wipro

Buyers can use the PEAK Matrix™ to identify and evaluate different service providers. It helps them understand the service providers' relative strengths and gaps. However, it is also important to note that while the PEAK Matrix™ is a useful starting point, the results from the assessment may not be directly prescriptive for each buyer. Buyers will have to consider their unique situation and requirements, and match them against service provider capability for an ideal fit.

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Everest Group PEAK Matrix™
Healthcare Payer IT Services | Wipro positioned as Leader

Everest Group PEAK Matrix™ for Healthcare Payer IT services

Major Contenders

Leaders

- ● Leaders
- ● Major Contenders
- ○ Aspirants
- ☆ Star Performers

Accenture

● Cognizant

NTT DATA

Wipro   Infosys

HCL

● Optum

TCS

DXC Technology

IBM

Atos

CGI

Capgemini

Syntel

Hexaware   Virtusa

Tech Mahindra   ○ EPAM

○ Fujitsu

○ Unisys

Aspirants

Market impact
Market adoption, value delivered, and portfolio mix

High

Low

Low

High

Vision and capability
(Vision & strategy, scope of services offered, innovation and investments, and delivery footprint)

Note: Assessment for Accenture, DXC Technology, EPAM, Fujitsu, IBM, Optum, and Unisys excludes service provider inputs on this particular study and is based on Everest Group's estimates, which leverage Everest Group's proprietary Transaction Intelligence (TI) database, ongoing coverage of Accenture, DXC Technology, EPAM, Fujitsu, IBM, Optum, and Unisys, service provider public disclosures, and interaction with buyers

Source: Everest Group (2017)

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Overview

Strengths
● Strategic focus on enhancing infrastructure capabilities through automation, cognitive, and analytics
● Expanding digital capabilities through a series of acquisitions
● Implementation of creative (as-a-service) engagement constructs

Areas of improvement
● Create downstream technology implementation opportunities through a consultative-led selling approach
● Integrate recent series of acquisition to make a relevant business care for healthcare players looking to drive digital transformation

Scope and coverage: Integrated infrastructure and application management services, data & records management, sales & marketing, clinical collaboration, quality assurance, patient engagement, health insurance exchanges, big data & analytics, etc.

Payer IT services revenue

<US$50 million	US$100-500 million
US$50-100 million	>US$500 million

Payer IT services focus by subvertical   ■ High ■ Medium ■ Low

Public health plans	■ Medium	Private health plans	■ High

Payer IT services focus segments   ■ High ■ Medium ■ Low

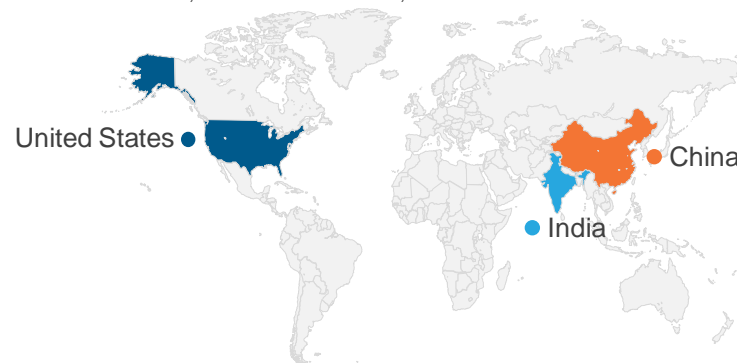| Small (annual revenue < US$1 billion) | ■ Low |
| Medium (annual revenue = US$1-5 billion) | ■ Medium |
| Large (annual revenue > US$5 billion) | ■ High |

Payer IT services focus by service scope   ■ High ■ Medium ■ Low

| Infrastructure services | ■ High | SI/consulting | ■ Low |
| Application services | ■ High | | |

Payer IT services delivery map[1]

● >1,000 FTEs ● 500-1,000 FTEs ● 100-500 FTEs ● <100 FTEs

United States · India · China

Payer IT services focus by value chain   ■ High ■ Medium ■ Low

Product development	■ Medium	Policy servicing and management	■ High
Network management	■ Low		
Claims management	■ High	Care management	■ High

1   Map reflects the overall payer IT delivery presence

Source: Everest Group (2017)

Offerings and recent developments

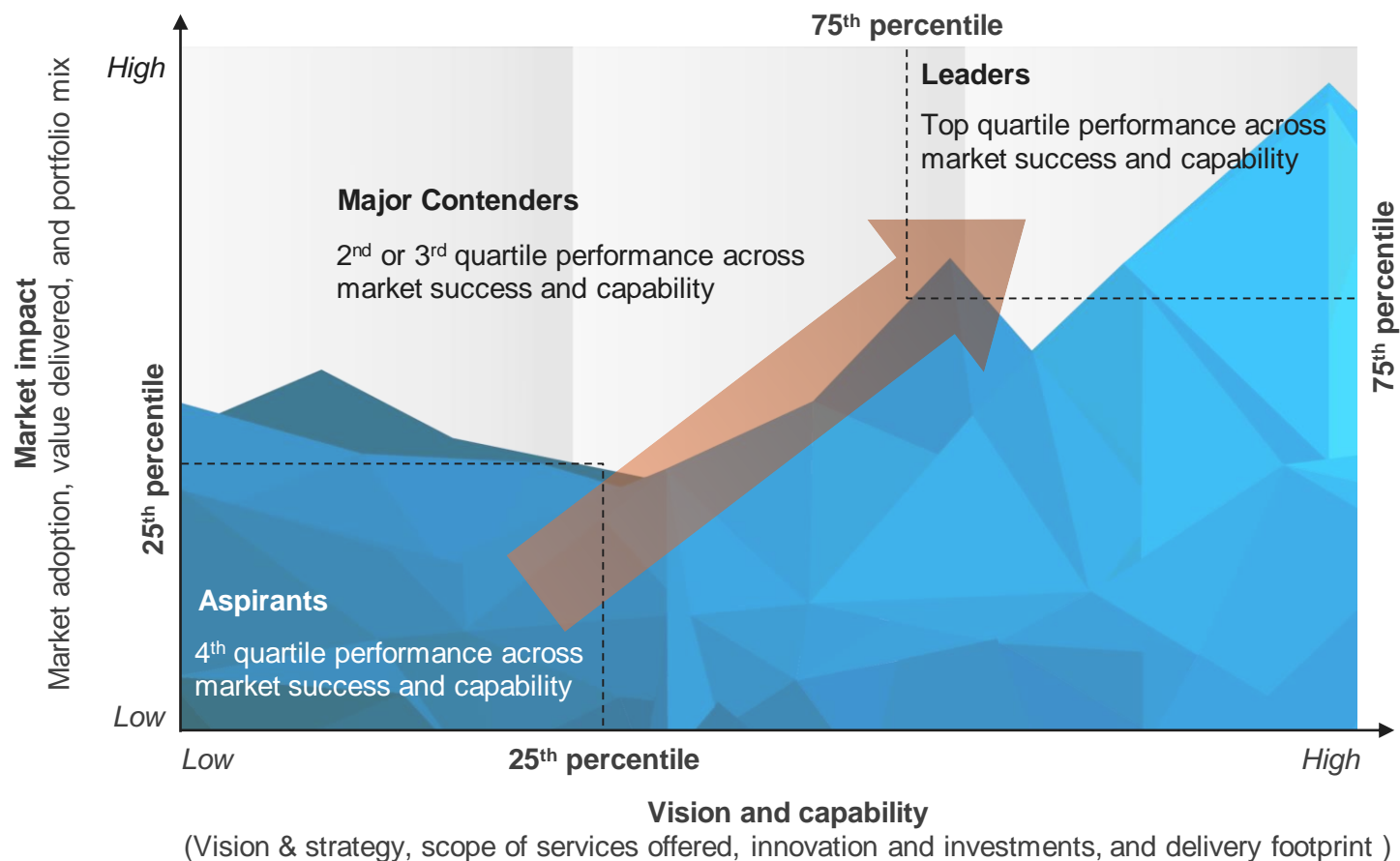| Proprietary solutions (representative list)	
Solution	**Details**
Wipro's Digital Health Suite: Suite of solutions to help payers to digitally deliver patient-centered care across the complete care life cycle focused on improving health outcomes with technology in analytics, automation, mobility and cloud	The suite includes the following solutions: ● **Medicare 360** – Industry leading SaaS based platform that services 18+ Million Medicare lives with a 66% membership share. Wipro is one of the 2 companies in the US to host MBD (Medicare Beneficiary database).The solution enables Membership Management, Eligibility, Enrollment, Appeals and Grievances, Revenue Reconciliation, Risk Management and Encounter Data Processing. ● **Q/Care** – a powerful, automated claims processing system. ● **Medicaid Enterprise Management System (MEMS)** is compliant with all national standards. It is flexible, Modular, interoperable and easy to configure. It helps manage Business Relationship Management, Provider Enrollment management, contractor management, member enrollment, operations management, financial management and plan and performance management. ● **HOLMES:** Using hyper automation and robotics Wipro HOLMES can deliver game-changing technology advancements, productivity improvements and business impact through Task and process automation and cognitive analytics with services like ticket automation, life cycle management and health bots
Value Based Care: Suite of solutions to with technologies like AI, machine learning, big data, design thinking and automation that are essential to meet the objectives of value-based care	● **Data Discovery Platform:** Wipro's DDP is an Insights-as-a-Service offering to quickly conduct analytical experiments for defined use-cases in a fixed pricing construct and consume the insights in a one- time or continuous operationalization ● **HPS Solutions:** With solutions like Service Link and Exchange Link, Wipro can help smarter policy administration and fulfillment, billing, Premium Accounting and Customer Service ● **Population Health Management:** PHM "As a Service" helps aggregate population data from multiple sources to stratify population, assess risk, provide patient registry support. It also provides BPO services that include proactive patient outreach for chronic and preventive care management. Analytics tools for insights into population summary and reporting

Key events (representative list)		
Event name	**Type of event**	**Details**
Wipro Ventures	Alliance	Strategic investments through Wipro ventures include Avaamo – creating chatbots to increase medical adherence and self service assistance; and Top Coder, a crowdsourcing platform for design.
Appirio	M&A	Oct 2016: Wipro acquired global cloud services company Appirio for $500 million to leverage its expertise in Salesforce, Workday, and crowd sourcing platforms such as CloudSpokes

Source: Everest Group (2017)

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Appendix

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# Everest Group PEAK Matrix™ is a proprietary framework for assessment of a service provider's capability

Everest Group PEAK Matrix for Healthcare Payer IT services

75th percentile

High

Leaders
Top quartile performance across market success and capability

Major Contenders
2nd or 3rd quartile performance across market success and capability

Market impact
Market adoption, value delivered, and portfolio mix

25th percentile

75th percentile

Aspirants
4th quartile performance across market success and capability

Low

Low   25th percentile   *High*

Vision and capability
(Vision & strategy, scope of services offered, innovation and investments, and delivery footprint)

Everest Group's PEAK Matrix is a composite index of a range of distinct metrics related to a service provider's strategy, scope, innovation/domain investments, delivery footprint, and resultant market impact in the context of a given services function.

Service providers are positioned on the Everest Group PEAK Matrix™ based on the evaluation of two key dimensions

Measures impact created in the market – captured through three subdimensions which are market adoption, portfolio mix, and value delivered

Market Impact

Leaders

Major Contenders

Aspirants
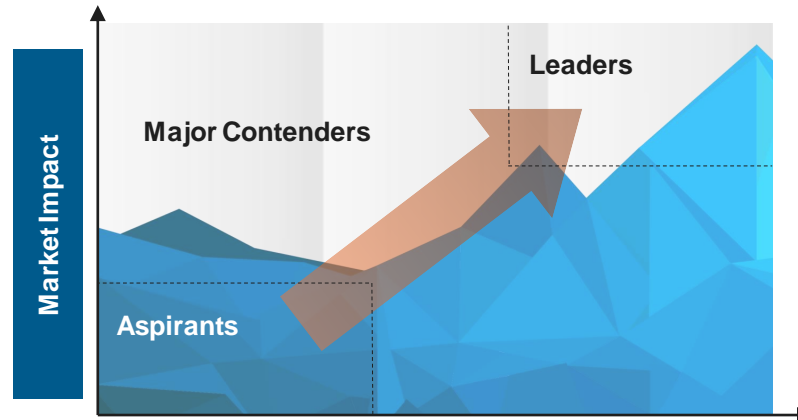
Vision and capability

measures overarching vision as well as services capabilities; captured through four subdimensions

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

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Does the PEAK Matrix™ assessment incorporate any subjective criteria?

Everest Group's PEAK Matrix™ assessment adopts an objective and fact-based approach (leveraging service provider 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 briefings

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

No. PEAK Matrix™ highlights and positions only the best-in-class service providers in a particular functional/vertical services area. 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"?

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 for their specific requirements. It also helps providers 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 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 to leverage their PEAK Matrix™ positioning status ?

Providers can use their PEAK positioning rating in multiple ways including:

- Issue a press release declaring their positioning/rating

- Customized PEAK profile for circulation (with clients, prospects, etc.)

- Quotes from Everest Group analysts could be disseminated to the media

- Leverage PEAK 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

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.

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