

# Healthcare BPO Market 2017 Global Share, Trend, Segmentation and Forecast to 2020

*The analysts forecast the global healthcare business process outsourcing (BPO) market to grow at a CAGR of 5.83% during the period 2016-2020.*

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## [Global Healthcare BPO Market](#)

### Description

BPO is a segment of outsourcing that consists of subcontracting business processes of an organization to a third-party vendor that has expertise in the required domain. These vendors then administer and manage the selected activity based on defined and measurable performance criteria. It helps clients increase their operational efficiency, concentrate on core competencies, reduce time-to-market, obtain access to fresh talent with experience in the latest technologies, and, in the long run, build an organization with an economical cost structure. Several healthcare providers adopt BPO services due to proven benefits of cost reduction, improved patient care services, and maximized staff efficiency.



### Covered in this report

The report covers the present scenario and the growth prospects of the global healthcare business process outsourcing (BPO) market for 2016-2020. To calculate the market size, we consider revenue generated from BPO vendors from their healthcare BPO divisions. Healthcare BPO solutions and services can be broadly categorized into two based on consumers of healthcare BPO solution in the market:

Healthcare provider (hospitals, clinics, pharmaceutical companies, healthcare institutions, and public health systems)

Healthcare payer (health insurance firm)

We have considered total contract value (TCV) of vendors to forecast market size for 2016-2020. TCV is the value of contract summarized over a certain period of time.

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The market is divided into the following segments based on geography:

- Americas
- APAC
- EMEA

The Global Healthcare Business Process Outsourcing (BPO) Market 2016-2020, has been prepared based on an in-depth market analysis with inputs from industry experts. The report covers the market landscape and its growth prospects over the coming years. The report also includes a discussion of the key vendors operating in this market.

Key vendors

- Accenture
- Cognizant Technology Solutions
- Genpact
- TCS
- Xerox

Other prominent vendors

- Acclaris
- Accretive Health
- 3i Infotech
- ACS
- Acura
- Aditya Birla Minacs
- Aon
- Aegis
- Allscripts Healthcare Solutions
- Allsec Technologies
- Capgemini
- CGI
- Convergys
- CSC
- Dell
- Dynamic Healthcare Systems
- EXL
- Firstsource
- HCL Technologies
- Hexaware
- Hinduja Global Solutions
- HP
- IBM
- IGATE
- IMS Health
- Infosys
- iProjects McKesson
- Medusind Solutions
- Minacs
- Mphasis
- NCO Financial Systems
- Serco Global Services
- Siemens Healthcare
- SourceHOV
- SUN Knowledge
- Sutherland Global

- Tech Mahindra
- Teleperformance
- Teletech
- ThinkHealth Services
- TMG Health
- Wipro
- WNS

#### Market driver

- Shift from ICD-9 to ICD-10
- For a full, detailed list, view our report

#### Market challenge

- Lack of adequate ICT infrastructure
- For a full, detailed list, view our report

#### Market trend

- Medical document outsourcing on the rise
- For a full, detailed list, view our report

#### Key questions answered in this report

- What will the market size be in 2020 and what will the growth rate be?
- What are the key market trends?
- What is driving this market?
- What are the challenges to market growth?
- Who are the key vendors in this market space?
- What are the market opportunities and threats faced by the key vendors?
- What are the strengths and weaknesses of the key vendors?

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CONTACT US :

NORAH TRENT

Partner Relations & Marketing Manager

[sales@wiseguyreports.com](mailto:sales@wiseguyreports.com)

[www.wiseguyreports.com](http://www.wiseguyreports.com)

Ph: +1-646-845-9349 (US)

Ph: +44 208 133 9349 (UK)

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Norah Trent  
wiseguyreports  
+1 646 845 9349 / +44 208 133 9349  
email us here

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