

# 2009 Top Healthcare ITO Vendors, Black Book Survey 2009 Results

<https://marketpublishers.com/r/25AC81AEB22EN.html>

Date: February 2010

Pages: 39

Price: US\$ 2,500.00 (Single User License)

ID: 25AC81AEB22EN

## Abstracts

This report uses a subset of The 2009 Black Book of Outsourcing client experience survey consisting of over 182 IT and application outsourcing (AO) contracts held by 84 of the top servicers of healthcare providers such as hospitals, integrated delivery networks, physicians, group practices and ancillary service facilities.

The report employs 18 key performance indicators (KPIs) or criteria that are specific to applications development and infrastructure management ITO buyers within the healthcare delivery sector; these are scored for each respective vendor and ranked per KPI.

## Key findings

**Key finding:** most important customer satisfaction KPIs for healthcare providers and the delivery ITO sector

Trust, innovation, customization and reliability are the most important attributes influencing healthcare organizations' satisfaction with their 2009 ITO providers.

**Key finding:** vendor dissatisfaction is uncommon in the healthcare providers technology and AO sector among top-ranked suppliers

Strong dissatisfaction is uncommon in this niche ITO sector, occurring in only 1.8% of hospitals, but a rising 7.8% of physicians' and group practices.

US healthcare providers are among the most satisfied with outsourcing services delivery, at 90.5% for 2009 projects delivered from North America. Stronger

dissatisfaction was more commonly reported from engagements with offshore outsourcing vendors or components, being expressed by 11.2% of all surveyed healthcare providers.

**Key finding:** comprehensive services vendor arrangements from full-service ITO vendors produce the highest satisfaction rates

Vendors offering comprehensive ITO services ranked highest in the overall survey by clients. Healthcare providers showed a significant preference for vendors that are capable of offering more extensive service lines once satisfied with initial applications projects.

## Contents

### **INTRODUCTION**

Recent trends  
Impact of the economic stimulus package  
Target users of the survey

### **SUMMARY**

Survey overview  
Key findings  
Healthcare ITO – top honors overall 2009  
Healthcare ITO – top vendor by function 2009

### **BLACK BOOK METHODOLOGY**

How the data sets are collected  
Understanding the statistical confidence of Black Book data  
Who participates in the Black Book ranking process  
Healthcare ITO vendor rankings and results, 2009

### **TOP 20 HEALTHCARE ITO VENDORS**

### **STOP LIGHT SCORING KEY**

Operational excellence of healthcare ITO vendors

### **OVERALL KPI LEADERS**

Top score per individual criteria  
Outsourcing vendors with most top individual criteria scores

### **INDIVIDUAL KEY PERFORMANCE**

### **APPENDIX**

Orbys consulting  
Disclaimer

## I would like to order

Product name: 2009 Top Healthcare ITO Vendors, Black Book Survey 2009 Results

Product link: <https://marketpublishers.com/r/25AC81AEB22EN.html>

Price: US\$ 2,500.00 (Single User License / Electronic Delivery)

If you want to order Corporate License or Hard Copy, please, contact our Customer Service:

[info@marketpublishers.com](mailto:info@marketpublishers.com)

## Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/25AC81AEB22EN.html>

To pay by Wire Transfer, please, fill in your contact details in the form below:

First name:  
Last name:  
Email:  
Company:  
Address:  
City:  
Zip code:  
Country:  
Tel:  
Fax:  
Your message:

**\*\*All fields are required**

Customer signature \_\_\_\_\_

Please, note that by ordering from marketpublishers.com you are agreeing to our Terms & Conditions at <https://marketpublishers.com/docs/terms.html>

To place an order via fax simply print this form, fill in the information below and fax the completed form to +44 20 7900 3970