

# **Healthcare BPO Market Size, Share, and Analysis, By Provider Service (Patient Enrollment and Strategic Planning, Patient Care Service, Revenue Cycle Management), By Payer Service (Human Resource Management, Claims Management, Customer Relationship Management [CRM], Operational/Administrative Management, Care Management, Provider Management, Other Payer Services), By Pharmaceutical Service (Manufacturing, Research & Development, Non-Clinical Services and Others) and Regional Forecasts, 2022-2032**

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## **Abstracts**

Healthcare BPO Market Size, Share, and Analysis, By Provider Service (Patient Enrollment and Strategic Planning, Patient Care Service, Revenue Cycle Management), By Payer Service (Human Resource Management, Claims Management, Customer Relationship Management [CRM], Operational/Administrative Management, Care Management, Provider Management, Other Payer Services), By Pharmaceutical Service (Manufacturing, Research & Development, Non-Clinical Services and Others) and Regional Forecasts, 2022-2032

## **PRODUCT OVERVIEW**

Healthcare BPO Market size was USD 315.27 billion in 2021 and projected to grow from USD 375.1 billion in 2023 to USD 829.8 billion by 2032, exhibiting a CAGR of 9.2% during the forecast period.

Healthcare BPO refers to a process or commercial activity that is outsourced and offers administrative or other support personnel, medical organizations, and institutions. Coding, billing, transcription, and other common outsourcing projects belong to this category. Precisely, businesses in the healthcare industry—from insurers to pharmaceutical firms—are not widely regarded as being the most customer-centric. Businesses should ensure that customers and patients have better experiences with respect to the escalating demand for healthcare services.

## MARKET HIGHLIGHTS

Healthcare BPO market is expected to reach USD 829.8 billion, growing at a CAGR of 9.2% during the forecast period owing to the demand for affordable services globally. Medical billing and coding, claims processing, and transcription are just a few of the low-cost services that healthcare providers are progressively shifting to BPO service providers for.

Healthcare BPO Market Segments:

Provider Service

Patient Enrollment and Strategic Planning

Patient Care Service

Revenue Cycle Management

Payer Service

Human Resource Management

Claims Management

Customer Relationship Management (CRM)

Operational/Administrative Management

Care Management

Provider Management

Other Payer Services

Pharmaceutical Service

Manufacturing

Research & Development

Non-Clinical Services and Others

## MARKET DYNAMICS

### Growth Drivers

Expansion of Outsourced Clinical Pathways in Healthcare BPO is Expected to Boost the Market Growth

Efforts to Improve Co-ordination in Healthcare and provide Better Care are Expected to Boost the Market Growth

### Restraint

Threat of Cyber-Attack and Chance of Relinquishing Authority Well on Multiple Activities May Restrain the Market Growth

### Key Players

Accenture

Cognizant

Wipro

HCL Technologies

NTT Data Corporation

IQVIA

Sykes Enterprises

WNS (Holdings) Limited

Sutherland Global

Mphasis

Omega Healthcare

Firstsource Solutions

GeBBS Healthcare Solutions

Invensis Technologies

Octopus Tech Solutions

Other Prominent Players (Company Overview, Business Strategy, Key Product Offerings, Financial Performance, Key Performance Indicators, Risk Analysis, Recent Development, Regional Presence, SWOT Analysis)

Global Laboratory Temperature Control Units Market is further segmented by region into:

North America Market Size, Share, Trends, Opportunities, Y-o-Y Growth, CAG.R – United States and Canada

Latin America Market Size, Share, Trends, Opportunities, Y-o-Y Growth, CAGR – Mexico, Argentina, Brazil and Rest of Latin America

Europe Market Size, Share, Trends, Opportunities, Y-o-Y Growth, CAGR – United Kingdom, France, Germany, Italy, Spain, Belgium, Hungary, Luxembourg, Netherlands, Poland, NORDIC, Russia, Turkey and Rest of Europe

Asia Pacific Market Size, Share, Trends, Opportunities, Y-o-Y Growth, CAGR – India, China, South Korea, Japan, Malaysia, Indonesia, New Zealand, Australia and Rest of APAC

Middle East and Africa Market Size, Share, Trends, Opportunities, Y-o-Y Growth, CAGR – North Africa, Israel, GCC, South Africa and Rest of MENA

### Reasons to Purchase this Report

Qualitative and quantitative analysis of the market based on segmentation involving both economic as well as non-economic factors

Provision of market value (USD Billion) data for each segment and sub-segment

Indicates the region and segment that is expected to witness the fastest growth as well as to dominate the market

Analysis by geography highlighting the consumption of the product/service in the region as well as indicating the factors that are affecting the market within each region

Competitive landscape which incorporates the market ranking of the major players, along with new service/product launches, partnerships, business expansions, and acquisitions in the past five years of companies profiled

Extensive company profiles comprising of company overview, company insights, product benchmarking, and SWOT analysis for the major market players

The current as well as the future market outlook of the industry with respect to recent developments which involve growth opportunities and drivers as well as challenges and restraints of both emerging as well as developed regions

Includes in-depth analysis of the market of various perspectives through Porter's five forces analysis

Provides insight into the market through Value Chain

Market dynamics scenario, along with growth opportunities of the market  
in the years to come

3-month post-sales analyst support.

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