

Healthcare BPO - Global Market Outlook (2018-2027)

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Abstracts

According to Statistics MRC, the Global Healthcare BPO Market is accounted for \$211.23 billion in 2018 and is expected to reach \$576.41 billion by 2027 growing at a CAGR of 11.8% during the forecast period. The rapid increase in clinical process outsourcing (CPO) and the rise of nearshore outsourcing destinations are the factors driving the market. However, the hidden costs of outsourcing, fear of losing visibility and control over the business process are hampering the market growth.

The health care organizations are facing new challenges from an unpredictable global economy, where consumer expectations are growing every day. Business process outsourcing (BPO) process enables healthcare providers to select the most suited third-party vendors for specific business processes. This enables certain job functions, which are done outside a company instead of having an in-house department handling the business operations by healthcare providers, payers, and organizations.

Based on the payer services, the product development & business acquisition service segment is having a growing prominence during the forecast period due to the factors such as increasing number of people enrolling for health plans, payers find it harder to deal with increases in volume themselves and also the risk related with losses. By geography, North America is likely to have a huge demand and is expected to continue its stronghold for few more years due to the presence of strong reimbursement framework, high public and private healthcare expenditure, and a high percentage of claim records.

Some of the key players in Global Healthcare BPO market include Cognizant Technology Solutions, Gebbs Healthcare Solutions, Accenture, Firstsource Solutions, Genpact, Infosys, Invensis Technologies, IBM, Quintiles IMS Holdings, Omega Healthcare, Tata Consultancy Services, Xerox, R1 RCM, Lonza, WNS (Holdings), and Paraxel.

Payer Services Covered:

Claims Management Services

Integrated Front-End Services and Back-Office Operations

Member Management Services

Product Development and Business Acquisition Services

Provider Management Services

Care Management

Billing and Accounts Management Services

Human Resource Management

Customer Relationship Management (CRM)

Operational/Administrative Management

Other Payer Services

Provider Services Covered:

Finance & Accounts

Patient Enrollment & Strategic Planning

Revenue Cycle Management

Patient Care Service

Pharmaceutical Services Covered:

Manufacturing Service

Research & Development

Non-Clinical Services

Regions Covered:

North America

US

Canada

Mexico

Europe

Germany

UK

Italy

France

Spain

Rest of Europe

Asia Pacific

Japan

China

India

Australia

New Zealand

South Korea

Rest of Asia Pacific

South America

Argentina

Brazil

Chile

Rest of South America

Middle East & Africa

Saudi Arabia

UAE

Qatar

South Africa

Rest of Middle East & Africa

What our report offers:

Market share assessments for the regional and country-level segments

Strategic recommendations for the new entrants

Market forecasts for a minimum of 9 years of all the mentioned segments, sub-segments and the regional markets

Market Trends (Drivers, Constraints, Opportunities, Threats, Challenges, Investment Opportunities, and recommendations)

Strategic analysis: Drivers and Constraints, Product/Technology Analysis, Porter's five forces analysis, SWOT analysis etc.

Strategic recommendations in key business segments based on the market estimations

Competitive landscaping mapping the key common trends

Company profiling with detailed strategies, financials, and recent developments

Supply chain trends mapping the latest technological advancements

Free Customization Offerings:

All the customers of this report will be entitled to receive one of the following free customization options:

Company Profiling

Comprehensive profiling of additional market players (up to 3)

SWOT Analysis of key players (up to 3)

Regional Segmentation

Market estimations, Forecasts and CAGR of any prominent country as per the client's interest (Note: Depends on feasibility check)

Competitive Benchmarking

Benchmarking of key players based on product portfolio, geographical presence, and strategic alliances

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NOTE: Tables for North America, Europe, Asia Pacific, South America and Middle East & Africa are represented in the same manner above.

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