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## **NelsonHall names Capgemini a Leader in U.S Healthcare Payer Business Process Services 2021**

**New York, October 18, 2021 – [Capgemini](#) announced today that it has been named a “Leader” in [Healthcare Payer Business Process Services \(BPS\) 2021](#) by the global analyst firm [NelsonHall](#), in its latest [Healthcare Vendor Evaluation and Assessment Tool \(NEAT\)](#). Capgemini was acknowledged as a Leader in the ‘Operations Transformation’ market segment, reflecting its ability to deliver immediate benefits to its Healthcare clients in the USA, as well as meeting their future requirements.**

*“Capgemini’s current comprehensive offerings will see near-term expansion in automation and artificial intelligence (AI), focusing on touchless processing in claims and enrolment. Through continued partnerships in telemedicine and virtual care, we can expect to see expanded telemedicine and virtual care offerings addressing mental health and social determinants of health (SDOH). Further development of digital solutions and digital transformation offerings will support Capgemini’s strategic focus to reduce costs, increase access to care, and improve customer satisfaction,”* said, Ashley Singleton, Lead Healthcare Analyst, NelsonHall.

The NEAT report acknowledged Capgemini’s increased focus in its U.S. Healthcare BPS offerings aimed at bringing touchless processing and AI to reduce care costs while increasing access to care and improving member satisfaction. The NEAT report made a specific reference to Capgemini’s special focus around digital health solutions addressing mental health and social determinants of health (SDOH); remote patient monitoring (RPM) and alternative care delivery models; real-time medical management; medicaid offerings addressing expanding Business Process as a Service (BPaaS) model offerings for medicaid plans, partnering with hyperscalers to support in scaling as well as specific industry solutions addressing the fast evolving regulatory needs around interoperability, Affordable Care Act (ACA) and Medicare Advantage, telemedicine, and price transparency.

*“The recent COVID crisis highlighted the lack of preparedness of health systems world over in responding to these challenges”,* said, Dr. Christina Remediakis, Healthcare Industry Leader for Capgemini’s Financial Services. *“This recognition as a Leader in the Healthcare Payer BPS from NelsonHall is a validation of our commitment to finding newer ways of servicing our clients during these challenging times and our continued focus on developing technology, operational and delivery levers in preparation for establishing best practices for a post COVID world”.*

The NEAT report observed an industry-wide focus on intelligent automation to bring process efficiencies, digital personalization through advanced analytics, process redesign, and client-specific solution design. The report also noted the expanding partner eco-system for “plug-in” solutions and platforms, and networks with academic institutions for talent skilling and domain expertise and identified the key investment areas,



including partnerships with telehealth providers to integrate or design virtual care and offer comprehensive support in care management, wellness, and behavioral health.

A customized copy of the report is available [here](#).

### **About Capgemini**

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of 290,000 team members in nearly 50 countries. With its strong 50 year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2020 global revenues of €16 billion.

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### **About NelsonHall**

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, primary research, and is widely respected for the quality, depth and insight of its analysis.

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