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HFS Research commends Capgemini on its innovative solutions in the healthcare payer sector

Paris, January 11, 2021 - [Capgemini](#) has been recognized by [HFS Research](#) for being an emerging innovator in addressing the healthcare payer's challenges in the COVID-19 pandemic era. In its recently released report, entitled [HFS Highlight: Capgemini developed a series of smart healthcare offerings to address the sector's biggest pain-points post the pandemic shock](#), HFS applauded Capgemini's innovative healthcare payer solutions developed to reduce the cost of care, provide real-time medical management, enable digital care, and drive better patient access and healthcare transparency, while staying ahead of sector's new regulatory requirements.

According to the report, the COVID-19 crisis has exposed the cracks in the global healthcare industry; the primary challenges being demand explosion, supply shortage and the pandemic shock which are driving the healthcare industry to embrace digital transformation. The report commends Capgemini for its approach in its healthcare insurance payer solution to encourage:

- Shifting focus from illness to wellness to help improve demand
- Reducing the cost of care, thereby improving supply
- Driving resiliency and compliance to help manage risks

"The global pandemic has highlighted how important digital can be in making healthcare accessible in times of crisis and our work in 2020 has been truly meaningful to all of us at Capgemini," said Dr. Christina Remediakis, Healthcare Insurance Leader at Capgemini's Financial Services. *"At Capgemini, our 'people-first' approach, where people (including patients, providers, team members and partners) are at the center of everything we do, allows us to invent novel experiences for patients, co-create new operating models, and globally implement new technology platforms."*

The report highlights external factors such as increased vulnerability of health systems, government regulations, the advent of alternative care delivery channels, increasing adoption of AI technology to move from cure to prevention, and the emphasis on member experience and member's access to their health data, which are forcing health insurers to fundamentally rethink their value proposition. Consequently, payers are focusing less on the insurance itself but more on improved care outcomes as well as delivering a better experience for members, providers, brokers, employees and the overall health ecosystem. For Capgemini, this means developing differentiated healthcare capabilities and supporting



clients to reap the opportunities offered by the new market trends and stay ahead of the competitive curve.

"The pandemic has increased challenges of the healthcare payer domain. Responding to this public health emergency and minimizing its impact requires emerging technological resources to be leveraged; Capgemini has taken notice of this healthcare opportunity in this crisis," said Saurabh Gupta, Chief Research Officer for HFS Research. *"We believe Capgemini can move the needle for healthcare's systemic problems with the launch of its new services to address the current healthcare insurance payer market challenges and we are optimistic that it could create a considerable impact and improvise the healthcare sector."*

The [report](#) is available on the HFS Research website.

About Capgemini

Capgemini is a global leader in consulting, digital transformation, technology, and engineering services. The Group is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. A responsible and multicultural company of 265,000 people in nearly 50 countries, Capgemini's purpose is to unleash human energy through technology for an inclusive and sustainable future. With Altran, the Group reported 2019 combined global revenues of €17 billion.

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