



Revolutionizing Healthcare Operations: Unlocking Transformation with Business Process-as-a-Service (BPaaS)

This page is extracted from an Everest Group report that provides insights and analysis on how to leverage BPaaS to revolutionize healthcare operations.

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BPaaS in healthcare

US healthcare payers need to navigate several challenges – some long-standing, others emerging – such as administrative complexities, rigid incumbent solutions, and member dissatisfaction to stay relevant in a dynamic market. While outsourcing has helped address these challenges to some extent, it often falls short of removing the root causes.

The use of Business-Process-as-a-Service (BPaaS) could change that. Integrating people, processes, and technology, the BPaaS platform-led approach offers extensive solutions across the healthcare services spectrum. Supported by technology innovations and a highly skilled talent pool, this model can address critical issues through a cost-effective, agile, and adaptable transformation framework.

Challenges that payers face in today’s dynamic healthcare landscape

Limited scalability and agility of incumbent solutions

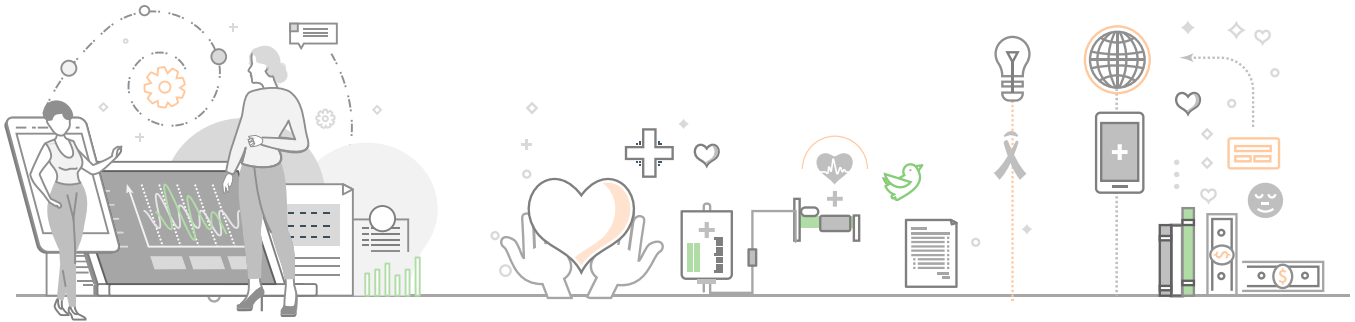
Legacy and disjointed systems and the lack of interoperability

Stringent compliance requirements with increasing data security and privacy concerns

Increasing regulatory complexities

Challenges with the adoption of value-based care and outcome-based health equity

Rapidly evolving member expectations and the demand for future-proof solutions



Benefits from using BPaaS

Extensive coverage and domain expertise across the payer value chain

Seamless integration across systems and data sources

Strict compliance support, oversight, and management

Cost reduction, including total cost of ownership (TCO) and CAPEX

360-degree member and process visibility

Accelerated speed-to-market and deployment

In this report, we examine enterprise challenges that necessitate the need for BPaaS adoption, explore various types of BPaaS solutions, and discuss the benefits and the road ahead for BPaaS in healthcare.