

Everest Group PEAK Matrix™ for Healthcare Provider Digital Service Providers 2019

Focus on DXC Technology
January 2019



Introduction and scope

Everest Group recently released its report titled [“Healthcare Provider Digital Services PEAK Matrix™ Assessment with Service Provider Landscape – 2019: Providing Healthcare as a Digital Service in the Age of Consumerization.”](#) This report analyzes the changing dynamics of the healthcare provider digital services landscape and assesses service providers across several key dimensions.

As a part of this report, Everest Group created its classification of 19 service providers on the Everest Group PEAK Matrix™ for healthcare provider digital services into Leaders, Major Contenders, and Aspirants. The PEAK Matrix is a framework that provides an objective, data-driven, and comparative assessment of healthcare provider digital services service providers based on their absolute market success and delivery capability.

Based on the analysis, **DXC Technology emerged as a Leader**. This document focuses on **DXC Technology’s** healthcare provider digital services experience and capabilities and includes:

- DXC Technology’s position on the healthcare provider digital services PEAK Matrix
- Detailed healthcare provider digital services profile of DXC Technology

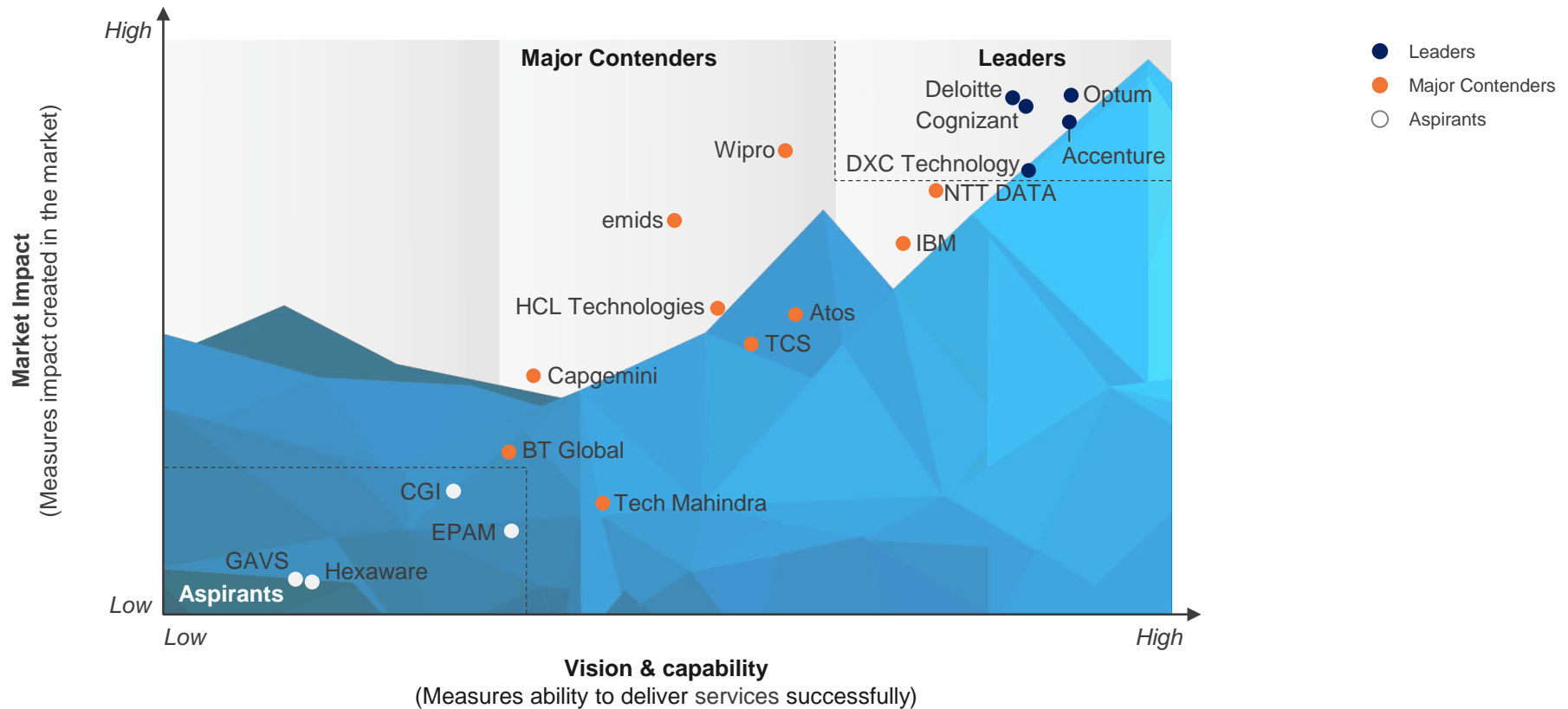
Buyers can use the PEAK Matrix to identify and evaluate different service providers. It helps them understand the service providers’ relative strengths and gaps. However, it is also important to note that while the PEAK Matrix is a useful starting point, the results from the assessment may not be directly prescriptive for each buyer. Buyers will have to consider their unique situation and requirements, and match them against service provider capability for an ideal fit.

Everest Group PEAK Matrix™

Healthcare Provider Digital Services PEAK Matrix™

Assessment 2019 | DXC Technology positioned as Leader

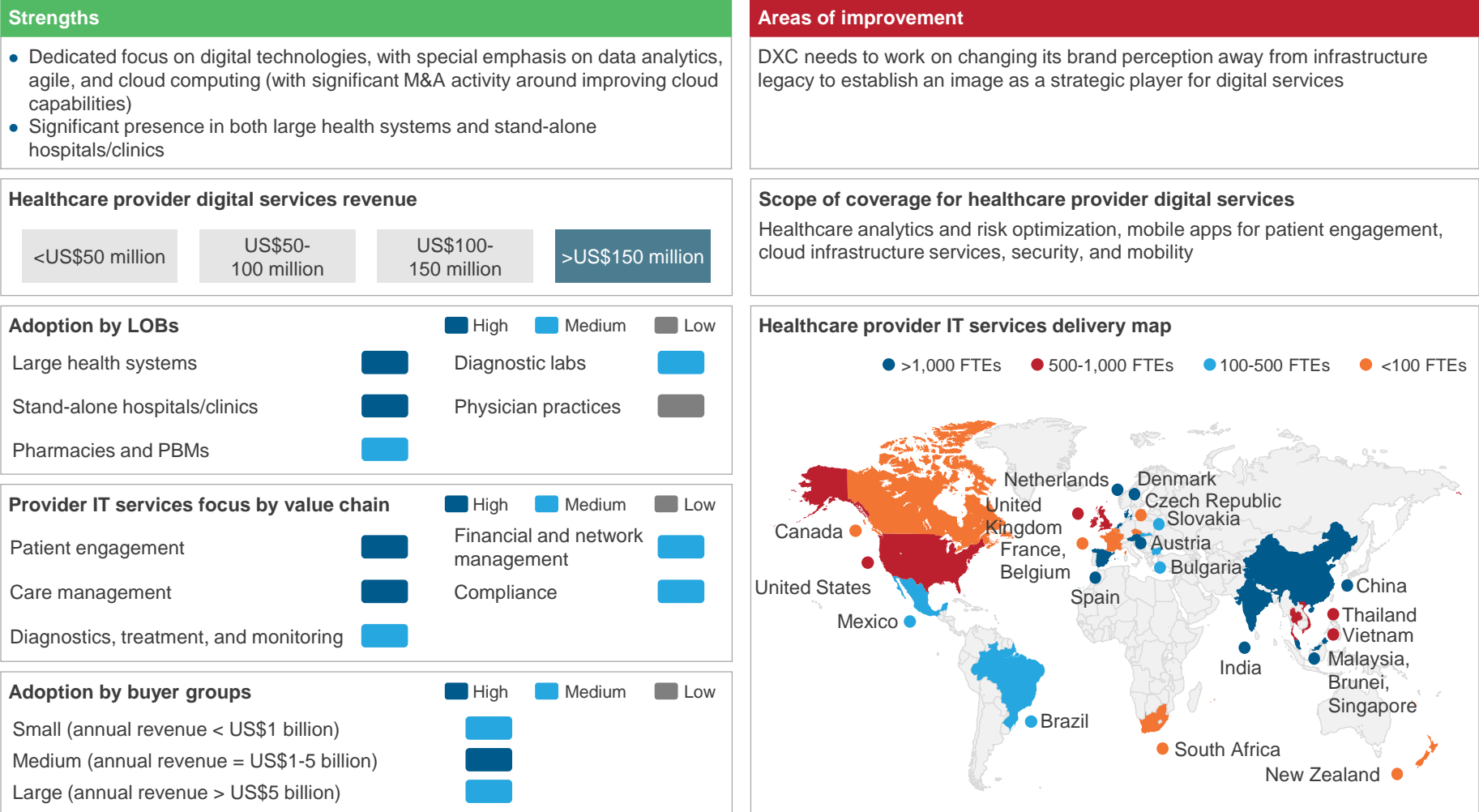
Everest Group Healthcare Provider Digital Services PEAK Matrix™ Assessment 2019 ^{1,2,3}



- 1 PEAK Matrix specific to digital services in the healthcare provider sector
- 2 Assessments for Accenture, BT Global Services, CGI, Deloitte, EPAM, GAVS, IBM, and Tech Mahindra exclude service provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interactions with healthcare firms that are buyers of digital services
- 3 Following the acquisition of Syntel by Atos, in this study, we have collectively considered data for the two entities, i.e., Atos and Syntel, and have called the combined entity Atos

DXC Technology | Healthcare provider digital services profile

Overview (page 1 of 2)



Source: Everest Group (2018)

DXC Technology | Healthcare provider digital services profile

Offerings (page 2 of 2)

Vision and strategy for healthcare provider digital services

Enabling the delivery of enhanced and sustainable health outcomes and wellbeing for citizens by being the preferred digital transformation partner for provider organizations and delivering solutions that support transformation across digital care, population health, and connected ecosystems.

Proprietary solutions (representative list)

Solution name	Details
DXC Health360 care coordinator	The solution enables proactive patient engagement and personalized care inside and outside of care facilities, and is aimed at reducing the number of acute care visits, lowering healthcare costs, and improving patient outcomes
DXC Open Health Connect (OHC)	A connected ecosystem for data integration and insights delivery. Viaduct Integration Engine, as part of OHC, provides a platform that enables software solutions to share information when needed and in the required form, ensuring seamless integration
Lorenzo Care Suite	A connected ecosystem that enhances clinical effectiveness and improves care logistics, with effective EMR systems at its core
Vitae Suite	A solution for administrators and staff in home care, rehabilitation care, and social care
Healthcare Robotic Process Automation (RPA)	RPA solutions targeted for healthcare providers to help reduce operational costs and expedite processes
Laboratory Information Management (LIMS)	LIMS solution that tracks samples and testing processes, shares results with other healthcare professionals, monitors costs, and creates extensive reporting
Pharmacy management	Solution allows all aspects of hospital pharmacy practices to be managed within a single system, allowing the tracking of pharmacy dispensing, inventory, and cost center accounting requirements
DXC's MedChart	Provides hospitals, clinics, and aged care facilities with an end-to-end electronic Medication Management (eMM) solution

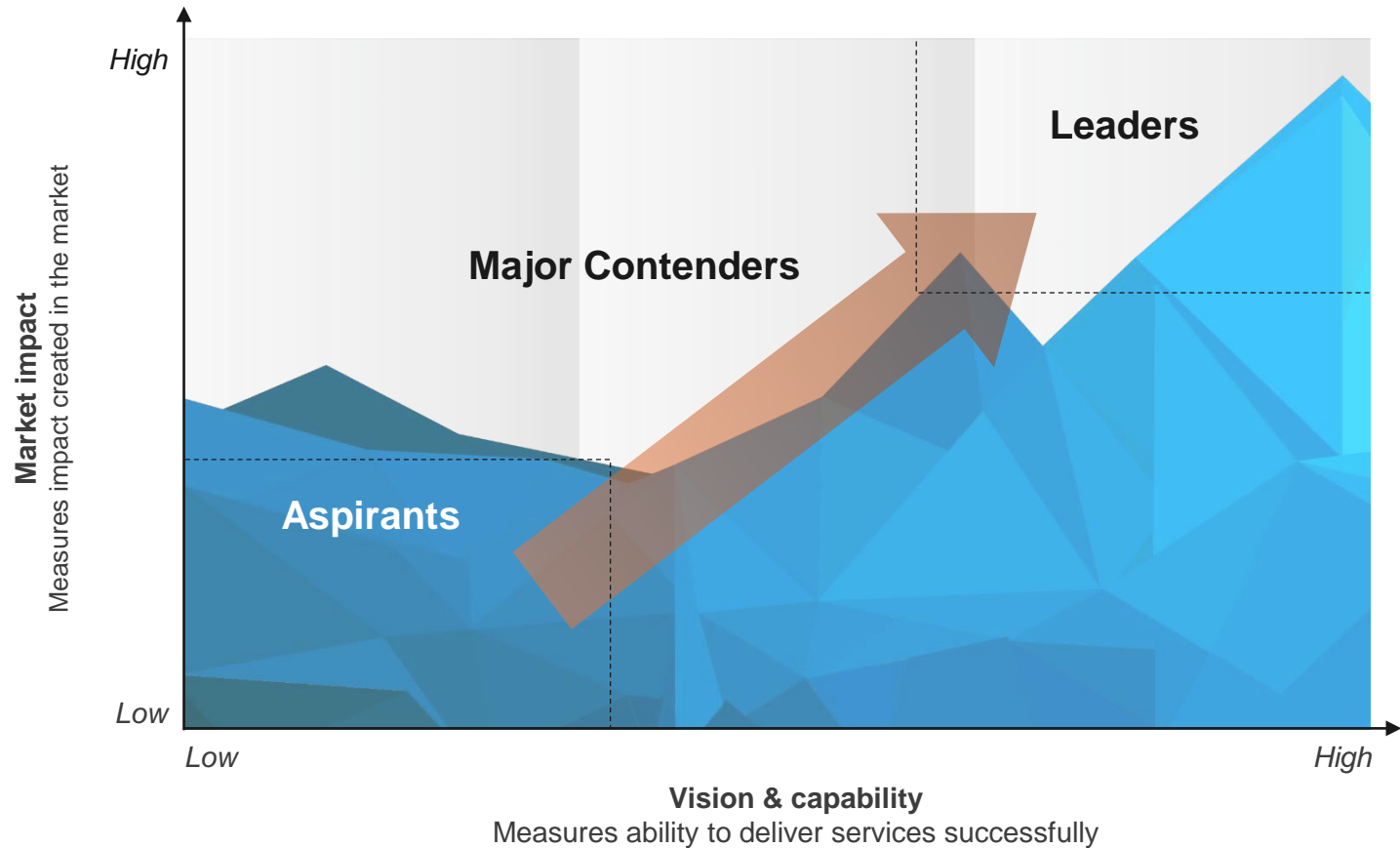
Recent activities (representative list)

Development	Details
Acquisition	<ul style="list-style-type: none">• In October 2018, DXC completed the acquisition of Molina Medicaid Solutions, with the aim of improving its ability to provide high-quality services to state agencies in the administration of Medicaid programs• In October 2018, it completed the acquisition of Argodesign, a product design consultancy, aiming to leverage Argodesign's design talent as part of its services portfolio to accelerate and lead client digital transformations• In September 2018, DXC completed the acquisition of System Partners, a Salesforce Platinum partner in Australia and New Zealand
Investment	Invested in Virtual Clarity, a leading provider of IT-as-a-service transformation with extensive experience in digital cloud transformation

Appendix

Everest Group PEAK Matrix™ is a proprietary framework for assessment of market impact and vision & capability

Everest Group PEAK Matrix



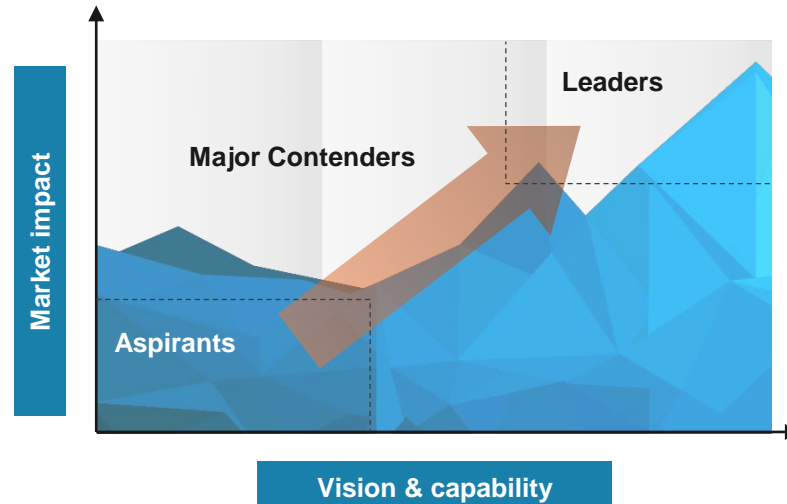
Services PEAK Matrix™ evaluation dimensions

Measures impact created in the market –
captured through three subdimensions

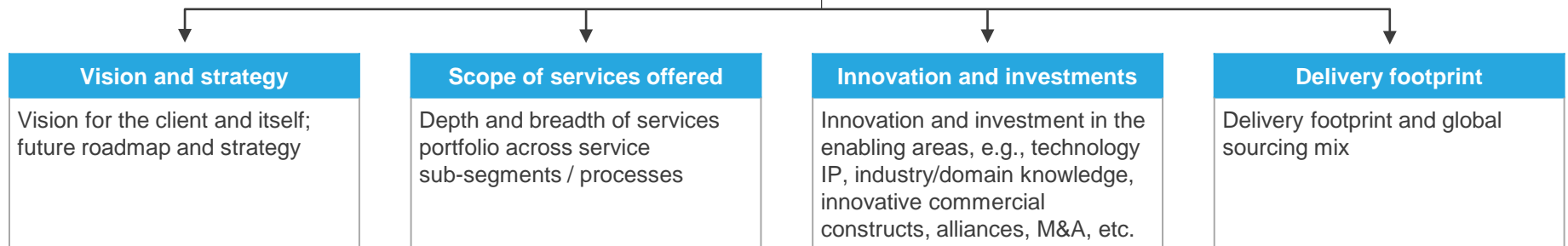
Market adoption
No. of clients, revenue base, and
YOY growth, deal value/volume

Portfolio mix
Diversity of client/revenue base
across geos and type of
engagements

Value delivered
Value delivered to the client
based on customer feedback
and transformational impact



Measures ability to deliver services successfully.
This is captured through four subdimensions



Does the PEAK Matrix™ assessment incorporate any subjective criteria?

Everest Group's PEAK Matrix assessment adopts an unbiased and fact-based approach (leveraging service provider / technology vendor RFIs and Everest Group's proprietary databases containing providers' deals and operational capability information). In addition, these results are validated / fine-tuned based on our market experience, buyer interaction, and provider/vendor briefings

Is being a “Major Contender” or “Aspirant” on the PEAK Matrix, an unfavorable outcome?

No. The PEAK Matrix highlights and positions only the best-in-class service providers / technology vendors in a particular space. There are a number of providers from the broader universe that are assessed and do not make it to the PEAK Matrix at all. Therefore, being represented on the PEAK Matrix is itself a favorable recognition

What other aspects of PEAK Matrix assessment are relevant to buyers and providers besides the “PEAK Matrix position”?

A PEAK Matrix position is only one aspect of Everest Group's overall assessment. In addition to assigning a “Leader”, “Major Contender,” or “Aspirant” title, Everest Group highlights the distinctive capabilities and unique attributes of all the PEAK Matrix providers assessed in its report. The detailed metric-level assessment and associated commentary is helpful for buyers in selecting particular providers/vendors for their specific requirements. It also helps providers/vendors showcase their strengths in specific areas

What are the incentives for buyers and providers to participate/provide input to PEAK Matrix research?

- Participation incentives for buyers include a summary of key findings from the PEAK Matrix assessment
- Participation incentives for providers/vendors include adequate representation and recognition of their capabilities/success in the market place, and a copy of their own “profile” that is published by Everest Group as part of the “compendium of PEAK Matrix providers” profiles

What is the process for a service provider / technology vendor to leverage their PEAK Matrix positioning and/or “Star Performer” status ?

- Providers/vendors can use their PEAK Matrix positioning or “Star Performer” rating in multiple ways including:
 - Issue a press release declaring their positioning. See [citation policies](#)
 - Customized PEAK Matrix profile for circulation (with clients, prospects, etc.)
 - Quotes from Everest Group analysts could be disseminated to the media
 - Leverage PEAK Matrix branding across communications (e-mail signatures, marketing brochures, credential packs, client presentations, etc.)
- The provider must obtain the requisite licensing and distribution rights for the above activities through an agreement with the designated POC at Everest Group.

Does the PEAK Matrix evaluation criteria change over a period of time?

PEAK Matrix assessments are designed to serve present and future needs of the enterprises. Given the dynamic nature of the global services market and rampant disruption, the assessment criteria are realigned as and when needed to reflect the current market reality as well as serve the future expectations of enterprises



About Everest Group

Everest Group is a consulting and research firm focused on strategic IT, business services, and sourcing. We are trusted advisors to senior executives of leading enterprises, providers, and investors. Our firm helps clients improve operational and financial performance through a hands-on process that supports them in making well-informed decisions that deliver high-impact results and achieve sustained value. Our insight and guidance empower clients to improve organizational efficiency, effectiveness, agility, and responsiveness. What sets Everest Group apart is the integration of deep sourcing knowledge, problem-solving skills and original research. Details and in-depth content are available at www.everestgrp.com.

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