Cognizant Named a Leader in the Everest Group Clinical and Care Management Operations Services PEAK Matrix® Assessment 2023

Cognizant has been named a Leader for the second time in the annual Everest Group Clinical and Care Management Operations Services PEAK Matrix® Assessment 2023 which assesses 15 global healthcare service providers.

The report cites Cognizant's mixed talent pool, including locally licensed nurses and physicians which meet a diverse set of domain needs of healthcare enterprises. The report also calls out Cognizant's suite of services across the value chain, coupled with flexible BPaaS for care coordination and utilization management, along with a focus on quality and improvement services.

Additionally, the report notes that Cognizant has invested in point solutions focused on automation to facilitate the retrieval of clinical records, clinical scraping and case review prioritization, allocation and approval, reducing manual efforts and alleviating the burden on clinical resources.

Finally, the report points to the fact that clients appreciate Cognizant's strong talent management practices and communicative relationship management.

The assessment is based on Everest Group's annual RFI process for 2023, interactions with leading healthcare clinical and care management operations providers, client reference checks, and an ongoing analysis of the global healthcare BPS market. More specifically, the report looks at market adoption, portfolio mix, value delivered to clients, and a company's vision and capability to deliver services successfully.

You can view an extract of the Everest Group PEAK Matrix Reporthere.

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