

# VIAANTE NEWSLETTER



A Trusted Partner to achieve Transformational Excellence in Business Processes



## QUICK UPDATES

- ▶ Viaante will complete 9 years in 2021. We are thankful to our clients as well as the employees in our growth and success.
- ▶ Viaante completes Annual ISO External II Surveillance Audit. As an organization, we stand committed to our pledge of providing highest quality of services to our customers and clients.
- ▶ With a decline in COVID caseload, we are monitoring the situation and slowly preparing to get functional by getting the employees back to the office in a calibrated manner. Some teams have already started coming to office.

## QUICK LINK TO OUR LATEST BLOG

8 WAYS TO  
OPTIMIZE AND  
IMPROVE THE  
MEDICAL CLAIMS  
BILLING PROCESS

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## VIAANTE'S INSIDE NEWS

- Viaante continues to operate at high efficiency and meeting quality expectations while major employees are working from home,
- Received excellent client appreciation and feedback.
- Launched service offerings for Pharma companies in the area of Pharma Data Management.
- Viaante expands IT service offerings and is in process of launching products in the area of Artificial Intelligence and Machine Learning.

## BPO MARKET NEWS

### Healthcare BPO (Current size: USD 211.57 billion)

**As per the report, the size of the global healthcare BPO market is projected to grow USD 337.8 Billion by 2025 from USD 211.57 Billion in 2020.**

- India possesses lucrative growth potential for the healthcare BPO market, by destination geography during the forecast period.
- Factors like a mature pharmaceutical and medical education system, large English-speaking population, low-cost base, large talent pool, and diverse set of business process outsourcing (BPO) providers, including local and multinational BPO companies, are driving the market in India.
- Based on provider services, the Healthcare BPO market is segmented into revenue cycle management, patient enrolment & strategic planning, and patient care. The revenue cycle management segment is expected to grow at the highest CAGR during the forecast period. Growth in the revenue cycle management market can largely be attributed to factors such as decreasing reimbursements in the healthcare industry, reductions in the overall healthcare costs, initiatives undertaken by governments for implementing RCM solutions and increasing expenditure by the Healthcare IT industry.



- Based on payer services, the Healthcare BPO market is segmented into claims management, integrated front-end services and back-office operations, member management, product development & business acquisition, provider management, care management, billing & accounts management services, and HR services. The product development & business acquisition services segment is expected to grow at the highest CAGR during the forecast period. Due to the increasing number of people enrolling for health plans, payers find it more difficult to handle increases in volume themselves and also the risk associated with losses. Hence, many payers outsource PDBA services to third-party authorities.
- On the basis of pharmaceutical services, is segmented into manufacturing services, R&D services, and non-clinical services. The non-clinical services segment is expected to account for the highest CAGR during the forecast period. Factors like pricing pressure and the requirement of large field forces have further contributed towards the emergence of contract sales organizations in the pharmaceutical industry.

## I.T. MARKET NEWS

**The value of IT services companies delegate to external suppliers may exceed \$413.72 billion by the end of 2021, according to Statista** (No.1 Business Data Platform)

- Revenue in the IT Services market is projected to reach US\$998,280m in 2021.
- The market's largest segment is IT Outsourcing with a projected market volume of US\$351,382m in 2021.
- Revenue is expected to show an annual growth rate (CAGR 2021-2025) of 4.3%, resulting in a market volume of US\$1,183,416m by 2025.
- In global comparison, most revenue will be generated in the United States (US\$371,903m in 2021).
- The value of the IT outsourcing market is expected to grow by about 5% each year in the years 2021-2024, according to the Global Industry Analytics report.

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