

20 Most Promising **BPM** **Solution Providers - 2016** **INDIA**

According to the report by Grand View Research, Inc., global business process management (BPM) market is expected to reach USD 23.04 billion by 2024. In India, the BPM industry has come a long way and is witnessing unprecedented growth. Nasscom estimates that BPM industry in India will hit \$50 billion by 2020.

Presently, the requirements to improve the efficiency and visibility, enhance overall ROI of the enterprises and adhere to increasing government compliance are the major drivers of BPM industry growth. Not only BFSI and telecom, but also verticals such as media and entertainment, supply chain and healthcare sectors etc. rely on BPM solutions to accelerate their in-house processes and reduce cost. As the technology realm evolves with cloud, automation and enterprise mobility, vendors in BPM industry caters various BPM solutions as

well as services including process modelling, consulting and implementation etc.

As technology proliferates and many BPM providers step to the fore, identifying suitable BPM provider to meet enterprise BPM needs is a huge task. We at CIOReview perceive enterprises' hurdles in choosing innovative partners who provide outstanding BPM solutions and services. Hence, CIOReview presents a list of "20 Most Promising BPM Solution Providers", to assist C-Level executives in recognizing apt partner to meet their enterprise BPM requirements. A distinguished panel comprising of CEOs, CIOs, industry analysts and CIOReview editorial team have scrutinized various companies before finalizing these BPM providers who cater innovative solutions and services for modelling and executing complex processes of the enterprise realm while helping them to attain a competitive edge.

Company	Management	Description
AWC Software Noida, Uttar Pradesh awcsoftware.net	Praveen Maheshwari, Founder & CEO & Mohammed Habeeb-ur-Rahman, VP - Operations	A provider of BPM solutions including tools to automate the services for increasing workflow and productivity, and business activity monitoring tools for optimizing business services
Aegis Limited Bangalore, Karnataka aegisglobal.com	Sandip Sen Global CEO & Executive Director	A provider of technology solutions including Automation Solutions and ERP solutions in addition to Business Analytics
Avineon India Private Ltd. Hyderabad, Telangana in.avineon.com	Karlu Rambhala, President & CEO	A provider of Strategic Business Support through BPM, PMO, KM and SOA services while offering information system for enterprise resilience support
CredForce Asia Limited Gurgaon, Haryana credforce.com	Rajiv Gupta, President & Group CEO	A provider of business process management services to the certification and credentialing industry worldwide
eClerx: Agilyst Inc. Chandigarh eclerx.com	Anjan Malik, Co-founder and Director	A provider of Financial Solutions and Services including Back Office Services, Finance and Accounting and Ancillary Services to run process efficiently
EXL Bangalore, Karnataka exlservice.com	Rohit Kapoor, Vice Chairman and CEO	A provider of functional services such as finance and accounting, legal support, and analytics to industries including professional services, retail, manufacturing and energy

Company	Management	Description
Firstsource Solutions Ltd Mumbai, Maharashtra firstsource.com	Rajesh Subramaniam, Managing Director & CEO	A provider of customized BPM to customers in the banking and financial services, customer services, telecom and media, and healthcare sectors
Genpact Bangalore, Karnataka genpact.com	NV "TIGER" TYAGARAJAN President & CEO	A provider of BPM services including Finance and Accounting services, HR services, Risk Management services and Aftermarket services etc
HGS Business Services Mumbai, Maharashtra teamhgs.com	Partha De Sarkar Global CEO	A provider of full suite of BPM services from traditional voice contact center services and transformational DigiCX services that are unifying customer engagement to platform-based, back-office services and digital marketing solutions
Inspiredge IT Solutions Visakhapatnam, Andhra Pradesh inspiredgeit.com	Krishna Mohan Gadiparthi, Founder & CEO	A provider of multi-channel BPM services ranging from Technical Services, Infra Management, Expense Management and Online Branding supported by the purpose built proprietary solutions and strong delivery capabilities
Mist Minds Technologies Bangalore, Karnataka mistminds.com	Arun Kumar Kuppusamy, Founder, CEO	A provider of BPM, Web and Mobile development, SAAS, CRM and Cloud based services to various industries including e-Commerce, Banking & Finance, Healthcare, Real Estate, Food & Hospitality, Law etc
Mphasis Limited Bangalore, Karnataka mphasis.com	Ganesh Ayyar CEO & Executive Director	A provider BPM services including Financial Crime, Document Remediation services, Lender Placed Insurance, Surveillance & Supervision and Finance & Accounting Services
quickBPM Mumbai, Maharashtra quickbpm.com	Nandkishor Desai, CEO	A provider of BPMS tool / platform which helps to design/create, execute & monitor business processes
Serco Global Services Gurgaon, Haryana serco.com	Susir Kumar, CEO	A provider of the management services of crucial business processes in the verticals of BFSI, travel & tourism, hospitality, healthcare, telecom & technology, retail, manufacturing, utilities and government
Syntel Pune, Maharashtra syntelinc.com	Nitin Rakesh CEO & President	A provider of BPM tools and methodology to integrate people, applications and information into a single business process
Tata BSS Hyderabad, Telangana tata-bss.com	Srinivas Koppolu, Managing Director & CEO	A provider of BPM services including Auto Insurance TPA Service, Finance & Accounting Service, HR Shared Service and IT Service
Tech Mahindra Ltd. Bangalore, Karnataka techmahindra.com	CP Gurnani, Managing Director & CEO	A provider of BPM solutions to healthcare organizations for Care Management, Revenue Cycle Management, Pega Competency and Tibco Competency
Technosoft Corporation Chennai, Tamil Nadu technosoftcorp.com	Radhakrishnan Gurusamy, Chairman & Co-founder	A provider of BPM Services for the Healthcare industry to integrate key areas of financial performance and improve cash flow
TechSophy Inc. Hyderabad, Telangana techsophy.com	PSK Varma, President	A provider of BPM solutions including BPM platforms / frameworks / tools while catering BPM Services for Consulting, Implementation and Migration
WNS Global Services Ltd. Mumbai, Maharashtra wns.com	Keshav Murugesh, CEO	A provider of entire spectrum of BPM services in customer interaction services, finance and accounting, human resource, research and analytics, technology solutions and industry-specific processes



► Radhakrishnan Gurusamy,
Chairman & Co-founder

Today healthcare organizations are looking for better ways to improve patient care, handle increasing costs, address compliance based norms, accelerate cash recovery, while improving revenue at all process lifecycle points. Organizations are focusing to gain value and competitive advantage while enhancing quality of services offered through highly innovative, automated, value added service offerings to sustain in the market and to outperform business challenges. Organizations are striving to be a strategic partner to their clients to help them capitalize on these requirements and increase their market value. Founded in 1996 by first-generation technocrat Radhakrishnan Gurusamy, Technosoft Corporation stands at the fore in the healthcare industry market with over a decade of experience. With 4,000+ associates, a healthy blend of industry consultants and extensive domain experience, Technosoft services some of the leading corporations in healthcare. Headquartered at Southfield, Michigan, USA, Technosoft offers a global operating model with delivery centers in India and US.

Technosoft positions itself as a 'technology enabled' business process management service provider. The company provides integrated BPM / IT service offerings, delivered using proprietary/customized workflow tools strongly driven by an analytics platform. The company

Technosoft Corporation: Addressing the BPM needs of Healthcare Industry

serves the entire healthcare ecosystem, including, Payers, Providers, Federal and State organizations, Accountable Care Organizations (ACO), Network management and wellness companies.

Technosoft's suite of service offerings includes analytics-driven technology enabled services for the Provider and Payer organizations, delivered to various clients. Technosoft's Provider Revenue Cycle management services include Medical, billing, AR & Denials with an underlying analytical approach, for the provider market. The Payer services suite includes Claims administration services, membership management, Provider lifecycle management, Wellness and benefits configuration with advanced analytics approach. Technosoft's analytics engine supports population health management, predictive modeling, MACRA implementation and value based payment models.

Technosoft Corporation provides integrated BPM / IT service offerings, delivered using proprietary/customized workflow tools strongly driven by an analytics platform

Technosoft offers these services through a flexible business model which consists of BPO-specific offerings, point solutions, analytics, core application development and consulting. Healthcare providers are assisted with managing reimbursement risks, improving technology-based workflow management and revenue cycle

effectiveness. This in turn has resulted in improved performance and lowered costs. Healthcare payers benefit through improved risk management and operations execution. Technosoft drives measurable improvement in areas such as revenue recognition and optimization, preventing waste and streamlining claims cycle operations. Services are augmented by well-designed operational analytics covering financial and clinical performance. These capabilities deliver real-time, actionable intelligence driven outputs. The professional resources are highly qualified and trained with excellent business and process knowledge with in depth experience across multiple specialties, health insurance plans and with across industry relevant applications.

"Our real-time dashboards with drill down reporting provides actionable insights that our customers greatly appreciate," shares Somjit Amrit, Chief Delivery Officer and Head-India Operations at Technosoft Corporation. "A recent example of our product innovation is the stress-management tool we developed. This tool tracks the stress level of physicians with the objective of improving their productivity. We have developed other tools to improve clinical documentation and minimize denials for providers through a predictive scoring engine. For the Payer industry, we developed a claim scoring engine that systematically assesses the quality of claims payment accuracy. Collectively, these tools have enhanced our already strong set of capabilities," adds Somjit.

As a leading Business Process Management services provider with a strong Healthcare IT background, Technosoft is uniquely positioned to serve the needs of the healthcare industry. **CR**