Everest Group Healthcare Data, Analytics, and AI Services PEAK Matrix® Assessment 2025

Focus on Accenture

June 2025

Introduction

Healthcare generates and consumes vast volumes of data every day from clinical records and diagnostic images to insurance claims and patient-reported outcomes. To unlock the full value of this information, the ability to embed AI and perform advanced analytics on top of standardized, diverse, and interoperable datasets has become critical. Doing so enhances clinical productivity, reduces physician burnout, improves operational efficiency, and drives significant cost savings across the ecosystem.

However, the industry continues to grapple with several foundational challenges. Inefficient legacy systems such as siloed Electronic Health Records (EHRs) and Practice Management Systems (PMS) that create data fragmentation, while the lack of real-time data access limits timely decision-making and coordinated care delivery. These limitations hinder providers' ability to act on insights and slow down payers' efforts to streamline processes or personalize services. To overcome these hurdles, the healthcare industry is vigorously investing toward modern data infrastructure, payer-provider collaboration, and next-generation technologies such as gen AI and agentic AI. This convergence of Data, Analytics, and AI (DAAI) is

laying the foundation for a more intelligent, equitable, and efficient healthcare system where insights are actionable, care is personalized, and outcomes are improved at scale. The assessment is based on Everest Group's annual RFI process for the calendar year 2024, interactions with leading service providers, client reference checks, and ongoing analysis of the healthcare data, analytics, and AI services market.

The full report includes the profiles of the following 32 leading service providers featured on the Healthcare Data, Analytics, and AI Services PEAK Matrix® Assessment 2025:

- **Leaders:** Accenture, Cognizant, Deloitte, EXL Service, HCLTech, Optum, and TCS
- **Major Contenders:** Capgemini, CitiusTech, Cloud4C, Concentrix, DataArt, Emids, Eviden, Genpact, Infinite Computer Solutions, Infosys, Innova Solutions, Jade Global, LTIMindtree, Mastek, NTT DATA, Persistent Systems, SoftServe, Tech Mahindra, Virtusa, and Wipro
- **Aspirants:** Apexon, Innominds, Neurealm, Zensar Technologies, and ZS Associates

Scope of this report

Geography: global

Industry: healthcare

Services: DAAI services

Healthcare DAAI services PEAK Matrix® characteristics

Leaders

Accenture, Cognizant, Deloitte, EXL Service, HCLTech, Optum, and TCS

- Leaders act as long-term transformation partners to healthcare enterprises, proactively investing in emerging technologies such as gen AI, agentic AI, and real-time analytics to help clients unlock new value and stay ahead of industry disruption

- They demonstrate strong healthcare domain depth, technical excellence, and thought leadership, leveraging a broad ecosystem of cloud and platform partners to co-develop and rapidly deploy differentiated DAAI use cases across clinical, financial, and operational domains

- Their expansive, healthcare-specific DAAI solution portfolios span the full data-to-insight life cycle and are continuously strengthened through targeted acquisitions and IP development that enhance their capabilities in interoperability, automation, and predictive intelligence

Major Contenders

Capgemini, CitiusTech, Cloud4C, Concentrix, DataArt, Emids, Eviden, Genpact, Infinite Computer Solutions, Infosys, Innova Solutions, Jade Global, LTIMindtree, Mastek, NTT DATA, Persistent Systems, SoftServe, Tech Mahindra, Virtusa, and Wipro

- Major Contenders have built a reputation around cost-effective delivery and high client responsiveness, enabling them to retain a strong base of healthcare customers seeking reliable, scalable DAAI support across both operational and clinical functions

- While their DAAI portfolios may be less in depth and specialization than Leaders, they are actively expanding their capabilities through targeted partnerships with hyperscalers and health technology vendors, along with acquisitions of niche healthcare firms to strengthen domain expertise and accelerate innovation

Aspirants

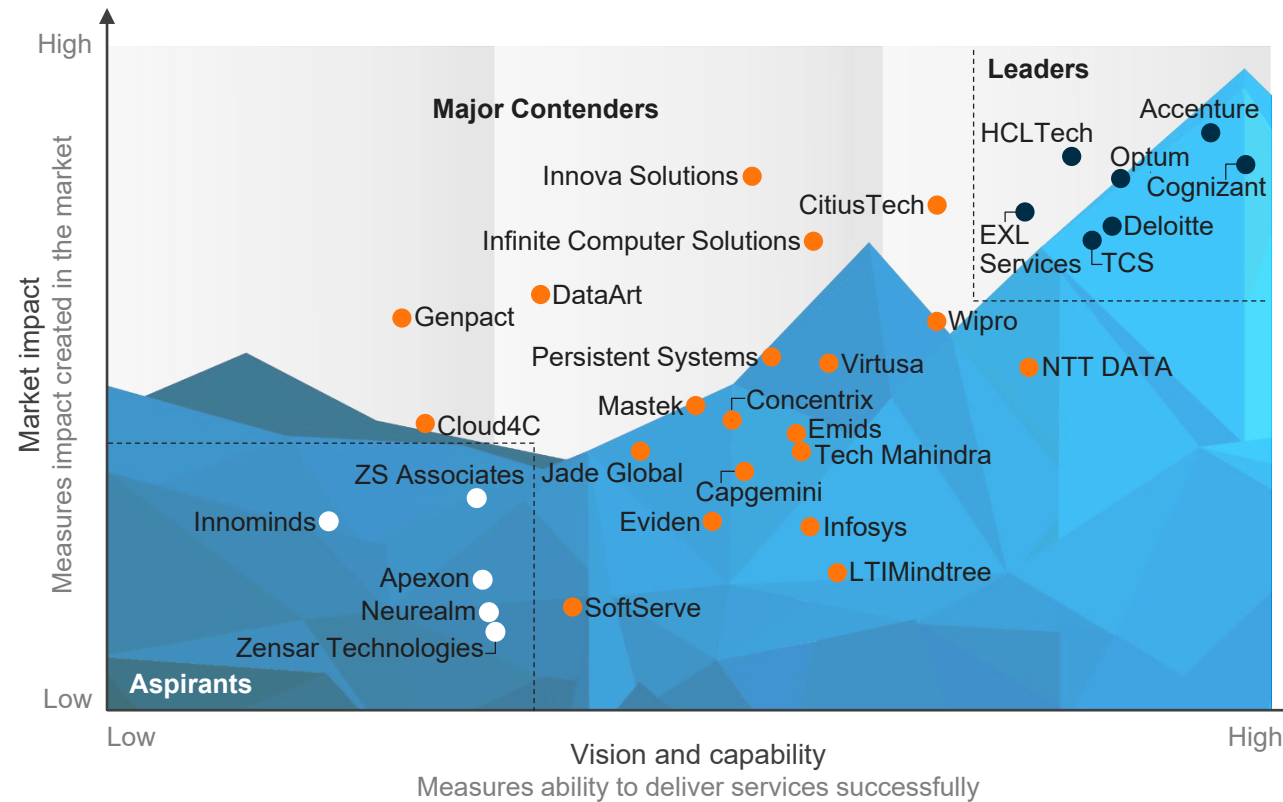Apexon, Innominds, Neurealm, Zensar Technologies, and ZS Associates

- Aspirants need to address capability gaps in their offerings by building more IP across the DAAI value chain

- It is essential for them to build a more robust technology partnership ecosystem and make calculated investments to expand their DAAI capabilities and improve their market presence and brand recall

Everest Group PEAK Matrix®

Healthcare Data, Analytics, and AI Services PEAK Matrix® Assessment 2025 | Accenture is Positioned as a Leader

Everest Group Healthcare Data, Analytics, and AI Services PEAK Matrix® Assessment 2025[1,2]

- ● Leaders
- ● Major Contenders
- ○ Aspirants

Major Contenders

- Innova Solutions
- CitiusTech
- Infinite Computer Solutions
- DataArt
- Genpact
- Persistent Systems
- Virtusa
- Mastek
- Concentrix
- Emids
- Tech Mahindra
- Cloud4C
- ZS Associates
- Jade Global
- Capgemini
- Innominds
- Eviden
- Infosys
- Apexon
- LTIMindtree
- Neurealm
- SoftServe
- Zensar Technologies

Leaders

- HCLTech
- Accenture
- Optum
- Cognizant
- EXL Services
- Deloitte
- TCS
- Wipro
- NTT DATA

Market impact — Measures impact created in the market (vertical axis, Low to High)

Vision and capability — Measures ability to deliver services successfully (horizontal axis, Low to High)

Aspirants

Accenture profile (page 1 of 4)
Overview

[NOT EXHAUSTIVE]

Company mission/vision statement for healthcare DAAI services

Accenture's vision for data, analytics and AI services for healthcare is centered on helping healthcare clients reinvent themselves and achieve their ambitions. It humanizes healthcare, improving access, experience, and outcomes by leveraging the power of technology and human ingenuity. It aims to be the trusted partner that scales AI and achieves promised benefits for its health clients by leveraging deep technology innovations and industry expertise. We It helps them address labor shortages, reduce administrative burdens, drive operational efficiencies, cut costs, and improve health outcomes.

Key partnerships

- Microsoft
- AWS
- Google
- NVIDIA

Healthcare DAAI services revenue by value chain

● Low (<15%) ● Medium (15-40%) ● High (>40%)

Payer

● Care management	● Claims management	● Network management
● Policy servicing and management	● Product development	

Provider

● Care management	● Diagnostics, treatment, and monitoring	● Financials and network management
● Patient engagement		

Healthcare DAAI services revenue mix (CY 2024)

● N/A (0%) ● Low (<10%) ● Medium (10-20%) ● High (>20%)

By Line of Business (LoB)

● Payer	● Provider

By geography

● North America	● Europe	● United Kingdom
● Asia Pacific	● South America	● Middle East and Africa

By segment

● Data governance, privacy, and security	● Enterprise data management and modernization	● Strategy and consulting services
● Analytics and BI	● Build and operationalize AI	● Others

By buyer size

● Small (annual client revenue <US$1 billion)	● Midsize (annual client revenue US$1-10 billion)	● Large (annual client revenue >US$10 billion)

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Accenture profile (page 2 of 4)

Offerings

Key healthcare DAAI specific investments in proprietary solutions/tools/frameworks (representative list)

Solution/tools/Framework name	Value chain	Details
Accenture Human Health Insights (HHI)	Care management, diagnostics, treatment, and monitoring	HHI's capabilities enable the discovery and deployment of value-driven, market-differentiated insights at scale to transform healthcare delivery and operations. Accenture created the capability to industrialize health analytics talent and bring library of pre-built solutions and accelerators, frameworks, and architectural expertise to accelerate clients' journeys to transform data into value. HHI is further supported by artificial intelligence and advanced analytic Application Programming Interface (APIs), expanding the platform's potential for experimentation and industrialization. This solution uses several advanced analytics appropriate for a wide variety of use cases. These include: • Generative AI and Large Language Models (LLM) • Machine Learning (ML) • Natural Language Processing (NLP) • Image/Speech/Handwriting recognition • Natural language generation
Accenture Healthcare on Azure (AHA)	Diagnostics, treatment, and monitoring	AHA tackles the white space of precision medicine in health and provides an Azure native platform for pharma research and development. It provides: • Graph analytics, machine learning – NLP that is health and multi-omics capable • Source of data is AHA / Genomics data from multiple sources • Speech to text/handwriting recognition
Accenture AI Healthcare Assistants (Digital Humans)	Patient engagement	Digital Humans are being developed to provide accessible, empathetic patient interactions. They provide a versatile, always-on solution for non-diagnostic, repetitive patient conversations and can be deployed on a variety of architectures, significantly improving the human-to-machine experience. The conversation is controlled by an LLM that is guardrailed and trained on health topics using documentation and a baseline of knowledge in health and medicine. Features include: • Agentic AI • Text to text, text to speech, and speech to text • Supervised and unsupervised ML • Imaging and Retrieval Augmented Generation (RAG) • Conversational AI

Accenture profile (page 3 of 4)

Recent developments

Key healthcare DAAI specific investments in acquisitions, Joint Ventures (JVs), talent / Center of Excellence (CoE), and partnerships (such as SaaS platform/product and solution partners)

Event name	Type of event	Details
AI Refinery	Industry partnership	Accenture announced 12 new industry-specific, AI agent solutions that are built on the AI Refinery with NVIDIA. The solutions are built on NVIDIA AI Enterprise, including NVIDIA NeMo, NVIDIA NIM, and NVIDIA AI Blueprints, and are offered by Accenture's NVIDIA Business Group (NVBG). It covers foundation model services, agentic architecture, and the Switchboard platform. The following components of the platform include agents, models, data, and governance: • Agents: allows AI systems to act autonomously—to reason, plan, and propose tasks that can be executed responsibly with minimal human oversight, but also to drive meaningful outcomes • Knowledge: scans and contextualizes all corporate structured data and unstructured knowledge into an enterprise-wide repository to power gen AI agents and applications • Models: distill and refine prebuilt foundation models with its data and unique processes, and optimize inferencing to drive reinvention and value • Governance: manages the various components of AI—data, models, and agents—to ensure they function seamlessly and efficiently, considering factors such as cost, accuracy, or relevance It is supported by a network of AI Refinery Engineering Hubs in various global locations. Additionally, the AI Refinery framework allows organizations to create custom LLMs using the Llama 3.1 collection, enabling enterprises to train models on their data and tailor them to their specific business needs.
Advanced Center for AI	CoE	The Center for Advanced AI at Accenture helps clients gain access to Accenture AI experts, prebuilt AI solutions tailored to industries and functions, and leading-edge thinking and thought leadership to effectively scale AI across the digital core and the entire enterprise. Clients can tackle common AI scaling barriers such as technology limitations, talent shortages, poor data quality, and governance issues, as well as help them strategically sequence and prioritize AI investments and initiatives to maximize business value. Its deep collaboration with technology ecosystem partners provides strategies, differentiated architecture capabilities, and co-innovation opportunities.
Gen AI Studios and Health Gen AI Studios	Industry partnership / client interaction	Accenture has 25 Gen AI Studios, including 3 with a dedicated health focus in Chicago, New York City, and Washington D.C. Gen AI studio in Chicago is part of Accenture's broader initiative to expand its gen AI capabilities across North America and specializes in several key sectors, including health and life sciences.

Accenture profile (page 4 of 4)

Everest Group assessment – Leader

Measure of capability: ◔ Low ● High

Market impact				Vision and capability				
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
●	●	◔	●	●	◔	●	◑	◕

Strengths

- Accenture has a comprehensive set of offerings in the data and analytics space across the entire payer and provider value chain. It has developed platforms and accelerators such as Human Health Insights (HHI), Accenture healthcare on Azure, and digital humans to facilitate analytics, insights, patient engagement, care management, and other areas

- Accenture maintains strategic partnerships with hyperscalers such as Microsoft, AWS, and Google, engaging in joint GTM initiatives and co-innovation. It also has a niche partnership with Collibra to support data governance capabilities

- It is strengthening its strategy and industry consulting capabilities in digital transformation and managed services. For instance, it acquired Consus.Health to enhance its ability to help healthcare providers and hospital systems across Germany, Austria, and Switzerland improve their quality of care

- It is investing in the data and analytics space to deliver new industry solutions and pre-built models. It introduced the AI navigator for enterprise platform alongside establishing the center for advanced AI to help maximize the value of gen AI and other AI

Limitations

- Accenture's implementation timelines have been noted as an area of concern, with clients indicating that the time required to deploy services could be improved

- Accenture is often viewed by clients as a premium-priced provider. While it does offer innovative arrangements such as cost-sharing and risk-sharing models, these are seldom adopted in practice

- While Accenture benefits from strong offshore delivery centers that support cost efficiency, its limited onshore presence can impact responsiveness and direct client collaboration

- While Accenture has a major presence among large players, it has limited focus on small and midsize players, which affects its overall market coverage in that segment
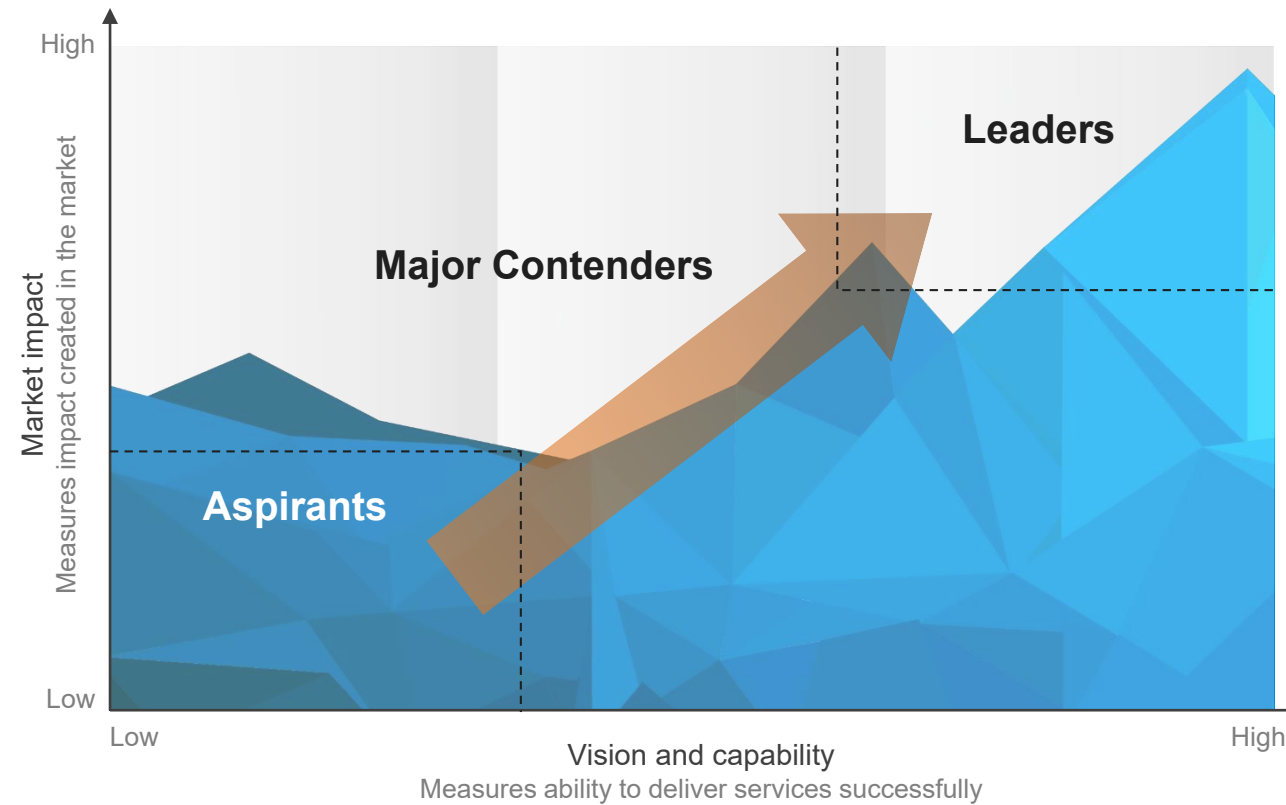
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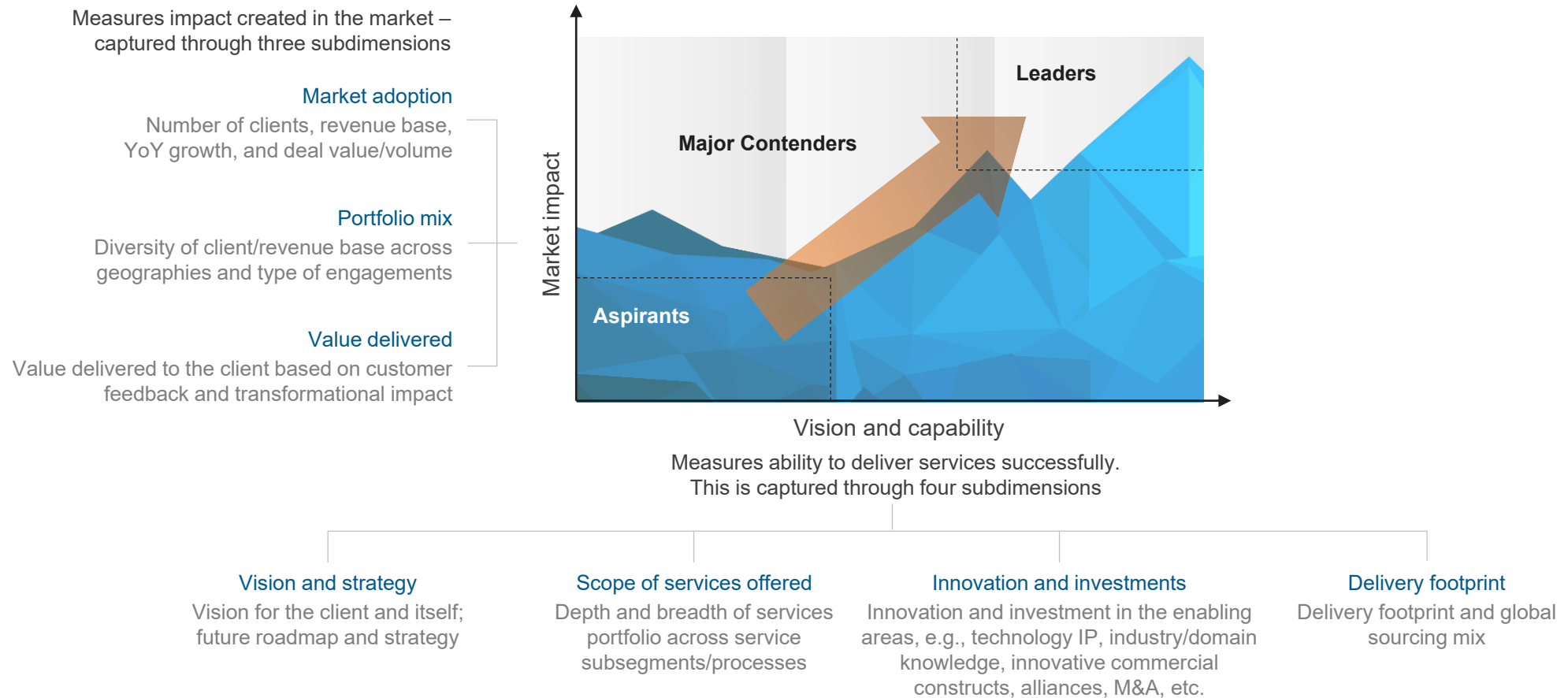# Appendix

PEAK Matrix® framework

FAQs

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

Everest Group PEAK Matrix

Services PEAK Matrix® evaluation dimensions

Measures impact created in the market – captured through three subdimensions

Market adoption
Number of clients, revenue base, YoY growth, and deal value/volume

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

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

Leaders

Major Contenders

Aspirants

Market impact

Vision and capability

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

Vision and strategy
Vision for the client and itself; future roadmap and strategy

Scope of services offered
Depth and breadth of services portfolio across service subsegments/processes

Innovation and investments
Innovation and investment in the enabling areas, e.g., technology IP, industry/domain knowledge, innovative commercial constructs, alliances, M&A, etc.

Delivery footprint
Delivery footprint and global sourcing mix

FAQs

Q: Does the PEAK Matrix® assessment incorporate any subjective criteria?

A: Everest Group's PEAK Matrix assessment takes an unbiased and fact-based approach that leverages provider / technology vendor RFIs and Everest Group's proprietary databases containing providers' deals and operational capability information. In addition, we validate/fine-tune these results based on our market experience, buyer interaction, and provider/vendor briefings.

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

A: No. The PEAK Matrix highlights and positions only the best-in-class 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.

Q: What other aspects of the PEAK Matrix assessment are relevant to buyers and providers other than the PEAK Matrix positioning?

A: A PEAK Matrix positioning is only one aspect of Everest Group's overall assessment. In addition to assigning a Leader, Major Contender, or Aspirant label, Everest Group highlights the distinctive capabilities and unique attributes of all the providers assessed on the PEAK Matrix. The detailed metric-level assessment and associated commentary are helpful for buyers in selecting providers/vendors for their specific requirements. They also help providers/vendors demonstrate their strengths in specific areas.

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

A: Enterprise participants receive summary of key findings from the PEAK Matrix assessment

For providers

- The RFI process is a vital way to help us keep current on capabilities; it forms the basis for our database – without participation, it is difficult to effectively match capabilities to buyer inquiries
- In addition, it helps the provider/vendor organization gain brand visibility through being in included in our research reports

Q: What is the process for a provider / technology vendor to leverage its PEAK Matrix positioning?

A: Providers/vendors can use their PEAK Matrix positioning or Star Performer rating in multiple ways including:

- Issue a press release declaring positioning; see our citation policies
- Purchase a customized PEAK Matrix profile for circulation with clients, prospects, etc. The package includes the profile as well as quotes from Everest Group analysts, which can be used in PR
- Use PEAK Matrix badges for 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 Everest Group; please contact your CD or contact us

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

A: PEAK Matrix assessments are designed to serve enterprises' current and future needs. 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 and to serve enterprises' future expectations.

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