

17<sup>th</sup> October 2024

To:

**National Stock Exchange of India  
Limited (Scrip Code: FSL)**  
Exchange Plaza,  
Plot no. C/1, G Block,  
Bandra-Kurla Complex  
Bandra (East),  
Mumbai - 400 051

**BSE Limited (Scrip Code: 532809)**  
Phiroze Jeejeebhoy Towers,  
Dalal Street,  
Mumbai - 400 001

Dear Madam/ Sir,

**Sub: Press Release**

This is to inform that Firstsource positioned a 'Leader' in Everest Group's Healthcare Payer Business Process as a Service Solutions PEAK Matrix® Assessment 2024.

A copy of the Press Release on the said matter is attached.

We request you to take the above on record.

Thanking you,

For **Firstsource Solutions Limited**

POOJA SURESH NAMBIAR Digitally signed by  
POOJA SURESH  
NAMBIAR

**Pooja Nambiar**  
**Company Secretary**  
**Encl.: A/a**

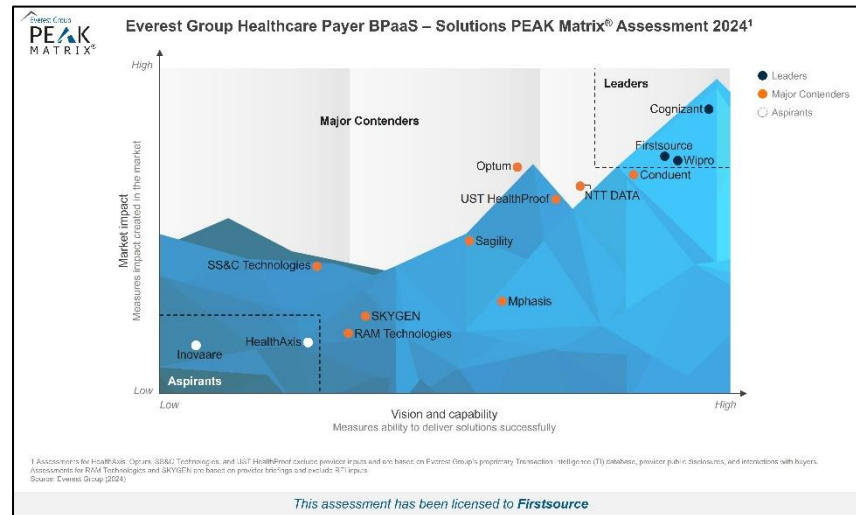
**Firstsource Solutions Ltd.**

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## Firstsource positioned a 'Leader' in Everest Group's Healthcare Payer Business Process as a Service Solutions PEAK Matrix® Assessment 2024

**Mumbai, India | Louisville, US, October 17, 2024:** [Firstsource Solutions Limited](#) (NSE: FSL, BSE:532809), a leading global provider of specialist domain-led Business Process Services (BPS) and an RP-Sanjiv Goenka Group company, today announced that it has been positioned as a 'Leader' in Everest Group's inaugural **Healthcare Payer Business Process as a Service (BPaaS) – Solutions PEAK Matrix® Assessment 2024**. This recognition highlights Firstsource's commitment to delivering tech-enabled solutions that help healthcare payers drive efficiency, reduce costs, and enhance member experiences.



This report shares insights into key industry shifts driving demand for pay-as-you-go, integrated platform and operations commonly known as BPaaS. Everest Group evaluated Payer BPaaS service providers to measure their market impact, vision, and capabilities. Among the 14 organizations assessed, Firstsource was highlighted as one of only three other companies in the top category of 'Leader.' Everest Group noted Firstsource's robust partnership ecosystem of integrators, analytics, cloud and automation providers, as well as the company's modular go-to-market strategy that offers both one-off and specific solutions alongside more holistic support. The company also received recognition for its strong client relations and support, and investment in digital tools, accelerators, AI, and process mining solutions aimed at streamlining operations and improve decision-making.

**Venkatgiri Vandali, President – Healthcare & Lifesciences, Firstsource**, shared, "We are honored to be recognized as a Leader in Everest Group's Healthcare Payer BPaaS Solutions PEAK Matrix® Assessment 2024. This recognition underscores the strategic depth of our [BPaaS solutions](#), including a dynamic partnership ecosystem and the ongoing investment & integration of technology innovation required to drive new levels of efficiency and cost savings. As health plans navigate an increasingly complex landscape, BPaaS has become essential for enabling scalability and innovation. We are committed to empowering payers to not only adapt to change but to lead it, ensuring they stay ahead of industry challenges while optimizing member outcomes and care delivery"

**Vivek Kumar, Practice Director at Everest Group**, shared, "Healthcare payers are increasingly focusing on exceptional member experience and outcomes-driven results, fueling the need for customizable platform-based solutions that can ensure seamless and transformational operations. Firstsource's customizable BPaaS solution, which includes both 'in-a-box' offerings and functional BPaaS for claims, supported by a diverse partnership ecosystem, has established the company as a transformation-driven leader in the payer BPaaS market. With a digital-first approach, strengthened by investments in AI-powered technology, and a library of accelerators, Firstsource has earned its position as a Leader in Everest Group's Healthcare Payer BPaaS Solutions PEAK Matrix® Assessment 2024."

To download a copy of the report, please visit: <https://www.firstsource.com/firstsource-leader-in-healthcare-payer-bpaas-peak-matrix-2024>

**About Firstsource**

Firstsource Solutions Limited, an RP-Sanjiv Goenka Group company (NSE: FSL, BSE: 532809, Reuters: FISO.BO, Bloomberg: FSOL:IN), is a specialized global business process services partner, providing transformational solutions and services spanning the customer lifecycle across Healthcare, Banking and Financial Services, Communications, Media and Technology, and other diverse industries. With an established presence in the US, the UK, India, Mexico, Australia, South Africa, and the Philippines, we make it happen for our clients, solving their biggest challenges with hyper-focused, domain-centered teams and cutting-edge tech, data, and analytics. Our real-world practitioners work collaboratively to deliver future-focused outcomes. ([www.firstsource.com](http://www.firstsource.com))

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