HFS Services-as-Software™ Awards 2026

Best Services-as-Software Transformation

Sagility: Synchrony: AI-Reorchestrated Medicare Advantage Lifecycle Operations

AI-led reimagination of Medicare Advantage operations for Synchrony, shifting to an AI-reorchestrated platform with 40% turnaround improvement and up to 99% enrolment accuracy.

Award standing: **Finalist**

Sagility emerged as a Finalist in the 2026 HFS SaS Awards, selected from more than 250 submissions across the awards program. The recognition centers on Sagility's submission, "Synchrony: AI-Reorchestrated Medicare Advantage Lifecycle Operations", in the category of Best Services-as-Software Transformation.

The challenge behind the Sagility entry

Sagility has a similar approach to that of SaS via our Synchrony offering, where we operate as a fulcrum to reorchestrate the way AI and technologies are leveraged within operations. The main challenge we face is that most companies think AI = smarter tools. That's wrong.

What they built

One of these models from the suite of services is Sagility's Synchrony Medicare Advantage Lifecycle Solution, which solves for these challenges. Medicare Advantage plans are being asked to do more for increasingly complex, high need member populations. This is coming at a time when costs are rising, regulatory scrutiny is intensifying, and error prone enrollment and billing operations are putting MA Star Ratings at risk.

Results

- Speed to Value.
- Faster product build & launch, turnaround time decreased by 40%.
- Reduced cycle time for benefit maintenance.
- Up to 99% of enrollments processed automatically Quality Improvement.
- Reduced CMS submission errors.
- Improved enrollment timelines.

Bottom line

Sagility's entry backs up its claims with production evidence rather than a roadmap: speed to Value. That's the kind of evidence this category was built to reward.

Learn more about Sagility at www.sagility.com

Appendix: About the Category and the Awards

Best Services-as-Software Transformation

This category recognizes the enterprises and providers furthest along in merging services and software into a single delivery model. Rather than fitting into one of the three emerging Services-as-Software paths HFS Research has mapped out, transformation entrants are judged on how completely they have moved from people-led delivery toward outcomes produced by a combination of codified IP, AI agents, and human oversight, at production scale rather than in pilot.

Every submission in this category was evaluated by HFS analysts and board members against five shared criteria:

- AI-driven delivery — is the solution genuinely autonomous, or is AI still assisting humans doing the work?
- Agentic adaptability — does the platform learn and orchestrate across workflows, or does it execute fixed rules?
- Outcome orientation — are commercial terms tied to results? Is there a quantified business case?
- Scalable architecture — is the IP reusable across clients and industries, or bespoke to one engagement?
- Proven enterprise success — verifiable, production-scale evidence with named or named-tier clients.

The HFS Services-as-Software Awards recognize the enterprises and technology providers leading the shift from labor-based delivery to AI-native, software-defined operations. Finalists in each category were selected by the HFS analyst team following a structured review of submissions against the criteria above. Winners were then determined by the HFS board of external advisors, who scored and ranked the finalists to reach a final result.

About HFS Research

HFS Research is the leading global analyst firm focused on business operations, digital transformation, and enterprise modernization.

For over a decade, HFS has shaped market language — from OneOffice to Services-as-Software — helping enterprises and providers understand where operating models are headed.

We work with global enterprises, IT and business services providers, software and cloud vendors, investors, and innovators.

The Services-as-Software Awards extend that leadership by recognizing organizations delivering measurable transformation in the market.