

NTT DATA welcomed Dell Services into the family in 2016. Together, we offer one of the industry's most comprehensive services portfolios designed to modernize business and technology to deliver the outcomes that matter most to our clients.

To Change Outcomes, We Have to Change Healthcare

NTT DATA Healthcare and Life Sciences

NTT DATA Services
formerly Dell Services

What happens in life is as powerful as medical science

According to the National Center for Chronic Disease Prevention and Health Promotion, 75% of global healthcare dollars are spent treating the 10% of patients with chronic diseases.¹ But despite enormous expenditures in healthcare, we haven't improved outcomes significantly, because what happens in patients' lives — what they eat, if they exercise, their ability to follow medical treatments and recommendations — has as great an effect on health outcomes as anything that happens in the exam room.

To meet the triple aim of healthcare — better care and patient experience at lower cost — we must be able to help patients whenever and wherever they need us, not just in the hospital or the clinic. And we must be able to identify not only the patients who are currently suffering, but also to identify and seek out those who are at risk for chronic disease in the future.

That's an enormous change for organizations accustomed to providing care to patients who come to them.

We also need to speed up the development of more effective treatments and pharmaceuticals, which requires effective partnerships between providers, health plans and researchers.

There will be financial risk in this new world of care

To succeed in a healthcare environment focused on high-value care, providers, health plans and life sciences organizations must work at top efficiency and focus on the needs of individuals. This means providing care far beyond traditional bounds. Organizations that can reach the patient where and when help is needed will see better outcomes, lower costs and greater financial rewards. But if your organization can't be

¹ The Power of Prevention. National Center for Chronic Disease Prevention and Health Promotion. 2009. <http://www.cdc.gov/chronicdisease/pdf/2009-Power-of-Prevention.pdf>

there when your patients need you, you'll see poorer outcomes, higher costs and poorer financial performance.

Find the insights and solutions you need to improve outcomes

Insights are the “aha” moment in healthcare, the point when we clearly see the path forward — to the right diagnosis, to the best treatment, to the patient-centered care every person deserves. As a global leader in healthcare IT services, finding those insights and adopting solutions to put them to practical use are what drives us.

At NTT DATA Services, our team helps hospitals, health systems, physicians, health plans and life sciences companies transform their organizations toward patient-centered care. We provide the people, processes and technology to help you deliver the insights you need to accelerate value-based care for maximum efficiencies and better outcomes.



Improving healthcare through partnerships

As healthcare has become more focused on effective, patient-centered care, organizations across the healthcare continuum have joined forces to improve care delivery. Our strong history of service to physicians, hospitals, health plans and life sciences organizations gives us a unique advantage in helping your organization build solutions to achieve outcomes that matter most, from operations to innovation.

Helping healthcare organizations reach their financial goals

To provide the services that help people live healthier lives, your organization needs a healthy bottom line. NTT DATA can help you achieve your mission while also meeting your financial goals. Our deep understanding of the healthcare business can help you achieve greater efficiency and more profitable financial operations, which gives you more resources for your core mission.

NTT DATA 360 for patient and member engagement

Our proprietary solution helps healthcare providers, health plans and life sciences companies better understand patient/member behaviors and interactions with the healthcare system. It uses digital orchestration tools and connectors to store, data mine, extract and predictively analyze patient and health plan member information to discover unprecedented insights.

Data security and compliance

NTT DATA offers industry-leading, connected security solutions that maintain accessibility for caregivers. With our unique blend of hardware, software, services and partners, we can help you protect patient data — whether it resides in a data center or on an end-user device — while expanding accessibility for authorized users.

Secure healthcare cloud

Cloud provisioning can help healthcare organizations of all sizes reduce internal workloads, add critical capabilities and focus more on patient care. Cloud's economies of scale make capabilities, such as advanced security, affordable for physician practices, community hospitals and other midsize providers. Provisioning with Secure Healthcare Cloud solves many issues related to disaster recovery, rationalization following a merger, clinical collaboration and data integration.

Infrastructure consulting

An updated and optimized infrastructure can increase your ability to adapt to the changing needs of healthcare and succeed in a highly competitive environment. Whether optimizing your existing IT infrastructure or embarking on a transformation, you'll need a well-defined plan, not only to frame the technology, but to develop a rollout that won't interrupt operations. NTT DATA can help you assess your current IT environment and design and implement a future-ready infrastructure. We're vendor agnostic and can work with a wide variety of environments.

Business process outsourcing services

For more than 30 years, NTT DATA has implemented processes and technologies that bring about real transformation for clients of all sizes. Our end-to-end administrative services help you streamline operations, improve productivity and strengthen cash flow to stay competitive and improve stakeholder satisfaction.

Interoperability and integration

Get the advanced capabilities of the NTT DATA integration platform along with comprehensive services for designing, planning, managing, implementing and supporting your integration projects.

Solutions for physicians, hospitals and health systems

Electronic health record (EHR) and clinical applications

Our comprehensive EHR solutions include software, installation, setup and training. We also offer application-specific clinical and technical around-the-clock support with expertise in all major EHR systems, including MEDITECH, NextGen, Allscripts, Greenway, Epic and Cerner.

Revenue cycle and administration

NTT DATA can help you assess all aspects of your revenue cycle and administrative processes, from clinical documentation, coding and billing to administrative workflows for enterprise resource planning applications. We help you redesign systems to be more streamlined, efficient and customer friendly.

Analytics for healthcare providers

NTT DATA provides an end-to-end portfolio of solutions and services for healthcare analytics. We'll help you predict and manage risk, improve clinical outcomes and operational efficiency, and reduce the time and cost of regulatory reporting. Our data integration and

management solution can help you collaborate across the healthcare continuum.

Patient engagement solutions

With deep understanding of healthcare, social media and relationship management, our team can help you create a plan for effective engagement to improve patient outcomes and deepen the bonds with your communities.

Unified Clinical Archive

Our vendor-neutral platform can help you go beyond just archiving images to finding new value through analytics-driven insights to help transform healthcare. We simplify standardizing, sharing and integrating data from imaging applications and other data sources, allowing physicians and patients to securely access data on demand through an EHR or patient portal. With dose monitoring and disaster recovery, we help you meet regulatory requirements and ensure data availability. You manage the workflow and data access, we manage the hardware and software for a stable, reliable platform.

We also offer advanced features, such as our intelligent dashboard, to streamline your enterprise-wide imaging capabilities, and image analytics to identify health risks in your patient populations.

Mobile solutions

NTT DATA can help you provide the secure mobility consumers and caregivers need. We have data center solutions to create virtual desktops for caregivers, fast-to-deploy mobile apps to help you engage consumers, telehealth solutions to provide efficient and convenient e-visits, and tablets that fit the special needs of healthcare. We can also help simplify integration of mobile data across the healthcare ecosystem.



Solutions for health plans

Third-party solutions

Elevate your system capabilities and functionality to improve third-party administration, while you improve productivity with system integration and workflow alignment. Seamlessly manage enrollment, billing, tracking, pricing, reporting, provider data and product data to improve the customer experience.

HealthEdge deployment services

NTT DATA is a leader in platform deployment for health plans, with the right people, processes and technology to ensure an efficient implementation. Our business-driven solution reduces IT dependency for infrastructure and customization, with high client satisfaction.

Member engagement platform

We can help you actively engage members and prospective members for greater competitiveness and financial performance. We offer three product modules for the platform: Ecommerce and Enrollment Marketplace, Customer Experience, and Consumerism Cloud.

Application services

We offer a robust suite of end-to-end services to keep your applications up to date and responsive, and your workflows streamlined. From assessment, development and management to migration and re-engineering, we help you gain better performance from your current health plan applications.

Business intelligence and analytics

Our solutions help you move beyond traditional descriptive analytics and unwieldy data warehouse strategies to advanced business intelligence, analytics and strategic information management

systems. We help you create a systematic approach to managing health plan operations by turning data into predictive insights that help you manage costs and risk, and attract the customers you need.

Business process as a service

Business Process as a Service is a cloud-based system that gives health plans access to the latest automation and analytic tools for claims, member enrollment and other processes, but without purchasing software or upgrading IT infrastructure. NTT DATA also provides consulting and staffing services to help health plans transform their operations to become more competitive and to respond to fluctuating workloads.

Customer relationship management for health plans

We can help you engage with consumers wherever they are to grow and retain membership, manage costs and improve the member experience. Empower your members with 24x7 access to information via marketplace and self-service portals, mobility solutions and social media engagements, providing an omnichannel shopping experience, payment flexibility and a superior consumer experience.

Enrollment and billing

Enable secure, real-time quality transactions between health plans, providers, vendors and federal/state systems. You can quickly enroll new members through group or individual plans, using both public and private models. Our solution helps you easily connect to the federally facilitated marketplace and state health insurance exchanges. Plus, you can execute data quality checks and payment integration for faster premium turnaround times.

Payment integrity solutions

Working with recognized partners, NTT DATA provides proven tools for fraud, waste and abuse scoring that use workflow automation and dashboards. Payment Integrity Solutions allow you to proactively detect and investigate fraudulent claims, as well as streamline claims processing for exceptional claims. Our toolsets for claims analysis and cost recovery enable you to capture more revenue and automate payment authorizations to reduce inappropriate claims payments before they happen.

Care management consulting

Enhance your care management abilities with help from our experienced consultants. We help health plans improve the effectiveness of care management to improve outcomes and lower costs.



Solutions for life sciences and pharmaceuticals

Life sciences research and development

Get the technology you need on a flexible, scalable architecture. We offer a suite of intelligent solutions, and our team has vast expertise in heterogeneous life sciences data integration, analysis, data management and cyber infrastructure. Life Sciences Research and Development can help you speed up development and accuracy of biosimulation by integrating and presenting all relevant big data to in-silico modelers. This insights platform supports aggregate population-level analysis of genomics data and data from wearables, EHRs and other sources, using advanced cognitive computing and predictive analytics.

Serialization track and trace services

End-to-end supply chain visibility is crucial to the pharmaceutical industry's ability to thwart counterfeiting, uphold brand integrity and preserve profits. NTT DATA is a leader in the serialization track-and-trace industry and helps companies accelerate serialization, maintain product integrity and ensure compliance with global serialization regulations.

Value-based contract consulting

With our extensive relationships with providers and health plans, NTT DATA is uniquely positioned to help you form partnerships for pilot projects in value-based contracting. We also have in-depth experience integrating and analyzing data for value-based care. We can help you design more inclusive, value-based contracts for improved outcomes at reduced costs that increase trust in new drugs and build partnerships with providers.

Real-world experience data access, integration and analysis

NTT DATA can help your company use real-world experience data to reduce the need for or to augment randomized control clinical trials data, and accelerate patient selection and recruitment for your upcoming clinical trials.

Visit nttdataservices.com to learn more.

NTT DATA partners with clients to navigate the modern complexities of business and technology, delivering the insights, solutions and outcomes that matter most. We're a top 10 global IT services and consulting provider that wraps deep industry expertise around a comprehensive portfolio of infrastructure, applications and business process services.