# Safe Harbor

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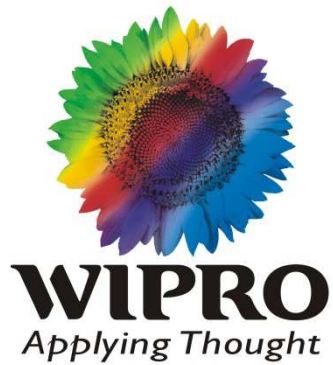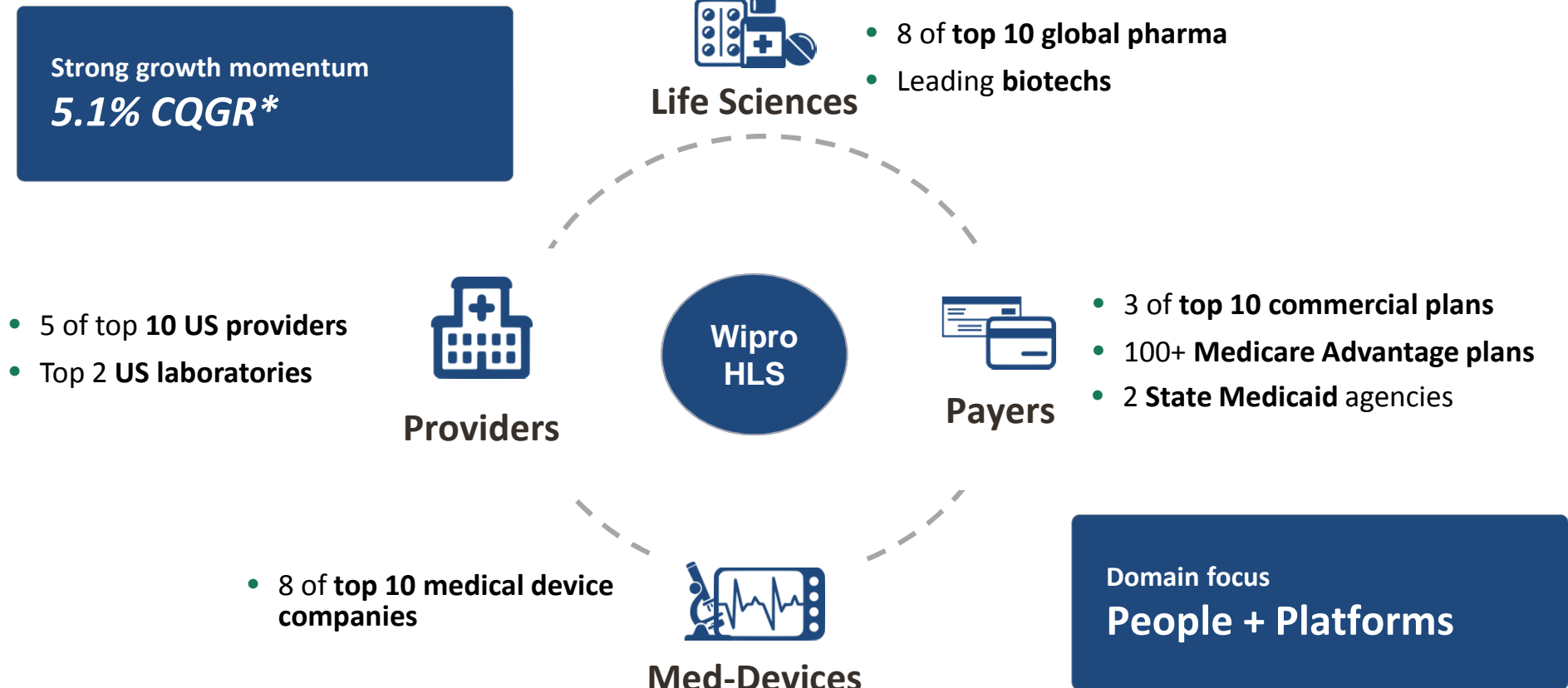
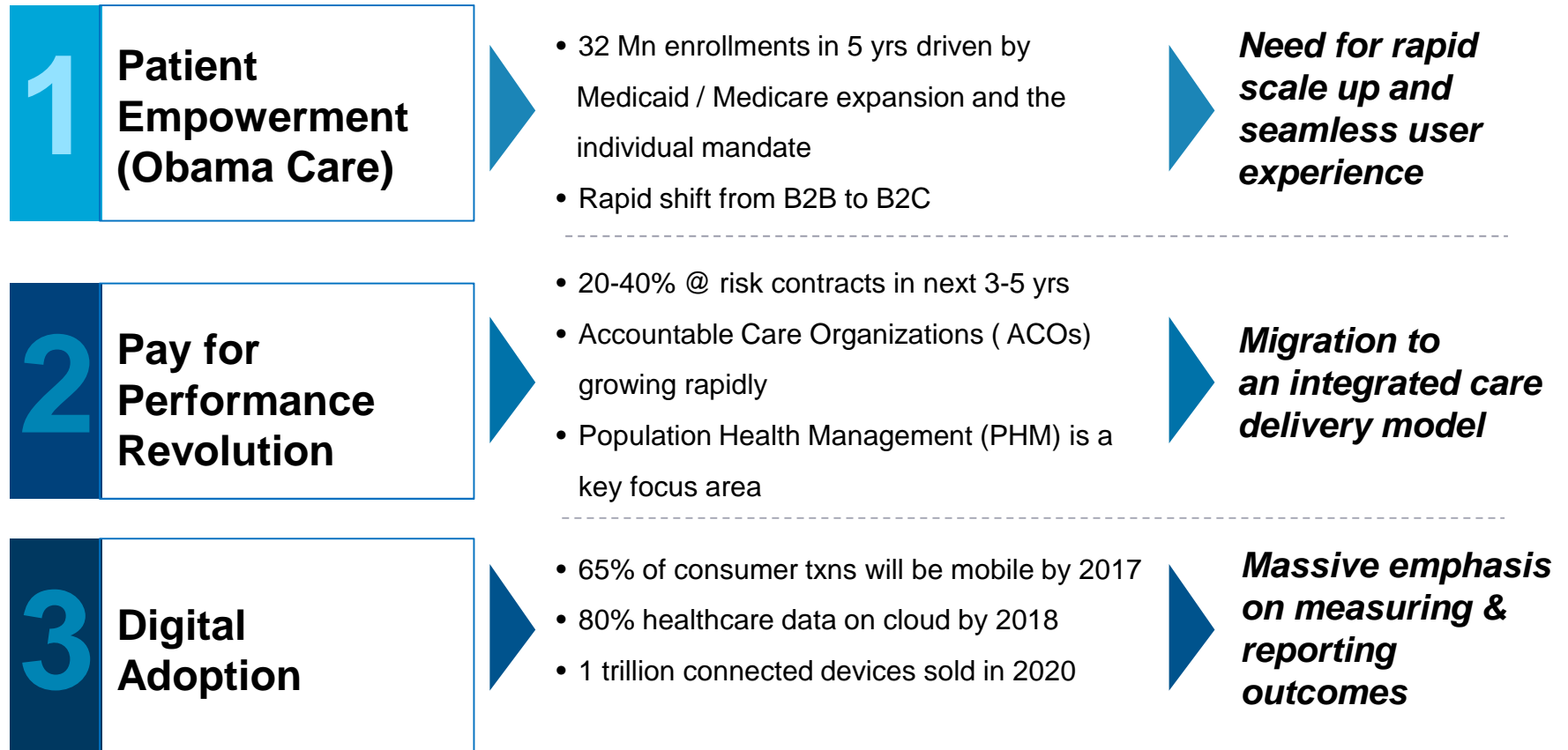# Healthcare and Life Sciences

Sangita Singh

Wipro HLS: At the forefront of the interconnected health ecosystem

Strong growth momentum
5.1% CQGR*

Life Sciences
- 8 of **top 10 global pharma**
- Leading **biotechs**

Wipro HLS

Providers
- 5 of top **10 US providers**
- Top 2 **US laboratories**

Payers
- 3 of **top 10 commercial plans**
- 100+ **Medicare Advantage plans**
- 2 **State Medicaid** agencies

Med-Devices
- 8 of **top 10 medical device companies**

Domain focus
People + Platforms

* Over past six reported quarters

Key drivers for Healthcare (Payers and Providers)

1 **Patient Empowerment (Obama Care)**

- 32 Mn enrollments in 5 yrs driven by Medicaid / Medicare expansion and the individual mandate
- Rapid shift from B2B to B2C

Need for rapid scale up and seamless user experience

2 **Pay for Performance Revolution**

- 20-40% @ risk contracts in next 3-5 yrs
- Accountable Care Organizations (ACOs) growing rapidly
- Population Health Management (PHM) is a key focus area

Migration to an integrated care delivery model

3 **Digital Adoption**

- 65% of consumer txns will be mobile by 2017
- 80% healthcare data on cloud by 2018
- 1 trillion connected devices sold in 2020

Massive emphasis on measuring & reporting outcomes

Key drivers for Life Sciences and Medical Devices

1

New Sources of Value

- 20-60% of big pharma revenue at risk from patent expiries over next 3 years
- R&D productivity at all time low
- 65% of incremental GDP over next decade will come from emerging markets

Portfolio optimization and business model innovation

2

Digital Adoption

- >70% of people in the US depend on the internet for health related information
- Health care professionals do >40% of their research online

Rapid digitization with patient at the core

3

Compliance/ Security = Continuity

- Over the last 10 years Big pharma has paid $30Bn in fines
- Volume and complexity of compliance and security has increased dramatically

Innovative models to deal with heightened complexity and ensure continuity

Our mission is to enable our clients to deal with these trends

Go North with Key accounts

Open Marquee New Logos

Differentiate with domain centric solutions to help...

Accelerate Business Growth

Drive Relevant Innovation

Standardize, Streamline and Simplify
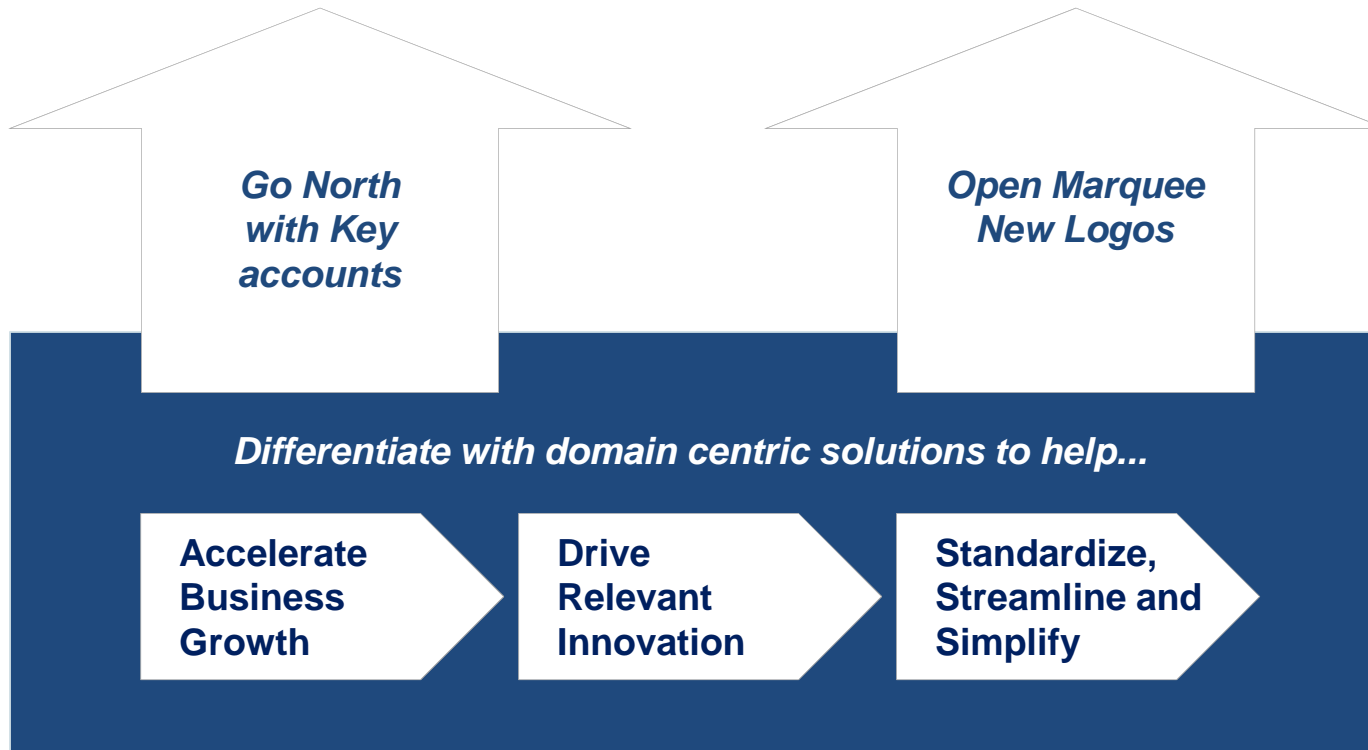
Turning industry drivers into growth drivers for Healthcare clients

1 *Need for rapid scale up and seamless user experience*

2 *Migration to an integrated care delivery model*

3 *Massive emphasis on measuring & reporting outcomes*

Accelerate Business Growth

- Address market expansion through **Medicare/Medicaid enrollment platforms**

- **Integrated Delivery Network (IDN) integration** playbook

- **Digital offerings** to enhance patient / member/physician **experience**

Drive Relevant Innovation

- Analytics solutions to drive **population health management, plug revenue leakage**

- Business model innovation through technology: **remote patient monitoring, channel expansion, Duals management**

Standardize, Streamline and Simplify

- **Simplify landscape:** IT applications (EHR, claims, supply chain), BPO (RCM, claims) and Infrastructure

- Streamline **enterprise security** to monitor cyberattacks

- Unleash the power of **workflow automation**

Turning industry drivers into growth drivers for Life Sciences & Med Devices clients

1 *Portfolio optimization and business model innovation*

2 *Rapid digitization with patient at the core*

3 *Innovative models to deal with heightened complexity*

Accelerate Business Growth

- Enable **digital transformation through omni-channel adoption**

- Deliver **rapid M&A integration** and **expansion in emerging markets**

- Ensure **business continuity** with focus on **compliance & security as a service**

Drive Relevant Innovation

- **Patient Centricity (commercial):** patient targeting, enrollment & adherence

- **Patient Centricity (R&D):** patient recruitment & retention

- **Rapid new product development** for med-devices

Standardize, Streamline and Simplify

- Enable **global shared services**

- **Optimize** applications (R&D, tech-ops, commercial, and Infrastructure

- Leverage power of **automation** to drive efficiency and user experience

Accelerate business growth: Case example

CLIENT: 100 Medicare Advantage Health Plans

Delivering **SaaS** based **Medicare Platform** services. Exclusive CMS partner for Duals Demonstration

What We Did

- Eligibility and Enrollment Platform for **12mn** Medicare beneficiaries across US

- Financial reconciliation platform processing **$6bn** in annual payments

- End to end Duals Demonstration Platform

Business Value Delivered

- Processed **2mn** new Medicare enrollments in 2014 with CMS acceptance rate of 99.5%

- 5-10% increase in health plans reimbursements from CMS

- Automated enrollment for **100,000 duals** across 6 states

- Improved CMS compliance and Star Ratings

Drive relevant innovation: Patient Centricity

1 Improve patient engagement

Global Pharmaceutical Major	
What we did	**Business value delivered**
• Medication adherence management and analytics platform tracking drug efficacy evidence across therapy areas	• 25% reduction in drop out rate during clinical trials • Track higher refill rates and stakeholder loyalty

2 Better utilize patient data

Leading US based biotechnology company	
What we did	**Business value delivered**
• EHR/EDC integration to enable real world patient data integration	• Enhanced clinical trial efficiency with 30 % cost reduction • Simplified business processes

3 Enhance patient value proposition

A mobile health start up company	
What we did	**Business value delivered**
• Remote patient monitoring for better treatment outcomes • Cardiac and Fetal therapy	• Real time patient monitoring enabling lower cost of treatment and data accuracy

Standardize, streamline and simplify: Case example

CLIENT: TOP 2 'NOT-FOR-PROFIT' US HEALTH SYSTEM

Leading IT infrastructure transformation across 105 hospitals in 19 states

What We Did	Business Value Delivered
• End to End IT Infra management covering 90K users; 10K servers, 5 EMR systems	- ~$80Mn cost savings
• Integrated 7 large acquisitions	- Reduced M&A integration timelines by 50%
• Enabling Next-Gen IT infrastructure including Cloud enablement, Unified Communication, Cyber security analytics	- Reduced clinician provisioning time by 80%
	- Improved IT Cybersecurity and compliance

We continue to be highly ambitious for the future!

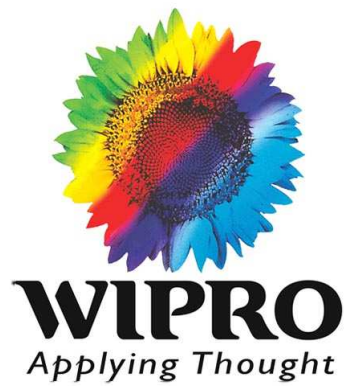**CHANGING THE FACE OF MODERN HEALTHCARE**

Wipro at the forefront of enabling **Personalized Medicine through Genomics**

Wipro's **Compliance Center of Excellence** is making healthcare safer

Millions of people in emerging markets have **Access to World Class Treatments** due to Wipro

100Mn+ Diabetics lives improved Through Wipro's **Patient Centric Platforms**

Enabling Clients | Improving Lives

Thank you

Sangita Singh