

virtusa

BROCHURE

Healthcare and Life Sciences

Building resilience with digital transformation in the new normal

In the new normal, it's imperative for the healthcare and life sciences industry to make a shift from volume to value and focus on understanding what drives an engaged consumer in order to succeed. Consumers expect higher transparency, ease of use, greater accessibility, and responsiveness from the healthcare and life sciences ecosystem. Therefore, building a culture of innovation to capitalize on trending, customer-focused capabilities such as telehealth, data interoperability, secure platforms, and advanced healthcare solutions are some of the new priorities that the industry must address.

As technology pushes the boundary, so does Virtusa, by pioneering solutions that address the changing needs of payers, providers, medical device manufacturers, pharmaceuticals, and government organizations. Reason why leading healthcare and life sciences organizations, industry analysts, and awards organizations have recognized us for our exceptional quality in digital engineering and transformational IT capabilities.



We work with



8 of the top 10

US Healthcare Insurers



Over 100

Hospital Systems



6 of the top 15

Pharmaceutical Companies



10 of the top 25

Medical Device and Distributors

Segments we serve

Providers: Our core capabilities in data, analytics, AI, and the cloud assist healthcare providers establish connections across their ecosystem to drive smarter health outcomes.

Payers: We work with the largest global payers to navigate through industry disruption and deliver on their vision for enterprise transformations, digital health innovations, and improve care delivery.

Pharmaceutical: We support the adoption of key technologies for robust reporting, predictive data & analytics, and help switch to integrated risk-based monitoring across the clinical continuum.

Medical devices: We help medical device manufacturers accelerate time-to-market, scale-up delivery, and reduce risks. We also optimize the care delivery lifecycle by modernizing legacy processes.

And we have delivered



Payers

- Developing and managing the world's largest payer contact centers
- Built the largest claims platform in the world; transforming the claims processing platform for the largest national blues payer
- Implemented the Robotics CoE across the value chain at 4 of top 8 payers in the US



Providers

- Enabled a leading US provider to predict commercial sales with advanced Machine Learning forecasting
- Built an innovation, AI and analytics-driven Digital Health Platform for a global provider
- Implemented modernization and globalization of AI-driven analytics products for a top US provider



Life Sciences

- Developed and implemented a Digital Surgical Platform for top three orthopedics companies
- Modernized end-to-end home based renal care platform for a top medical device company in the US
- Shortened clinical trial duration by 25% by modernizing data hubs. Thereby, reducing total cost of ownership for top 10 global pharmaceutical company

How we have helped our clients?

70% faster provider onboarding with integrated Salesforce-Pega PLM solution

Virtusa deployed the integrated Salesforce-Pega PLM Solution, for a leading US-based care service provider to optimize the legacy CRM platform and accelerated onboarding process and timelines by 70%.

Transforming healthcare and data analytics to synergize with human intuition

Virtusa partnered with a leading healthcare software and data analytics company to modernize a legacy application, leveraging our digital engineering, leading edge visualization technologies and data architectures capabilities.

20% reduction in Average Handling Time (AHT) for a leading US health insurance provider

Virtusa implemented Recon, Refactor, Replatform (Triple R) methodology to upgrade the Pega platform and re-engineer the legacy applications, and deliver 25% higher operational efficiency.

Enabled BYOD initiative for over 35,000 contractors for a top 5 pharmaceutical firm

Virtusa worked with the client to integrate and optimize its application portfolio with Amazon Workspaces. It also included creating system images and automating image management and optimization.

We help our clients restructure their business models to become resilient

Virtusa's healthcare and life sciences practice is dedicated to help organizations rethink customer engagement to be patient-centric, reshape global supply chains to be cost-effective, and restructure customers' business goals to achieve higher ROI.



Enhance patient/member/provider experience: Virtusa harnesses intuitive and configurable workflows for payer-member/provider communication across channels to increase operational efficiency. Powered by ML and NLP features, our solutions, such as Reimagining Omni-Channel Experience can help the payer-provider ecosystem automate data ingestion and control the flow of information efficiently.



Increase utilization of data: Virtusa facilitates strategic, tactical, and operational decision-making for clients by building an ecosystem to transform raw data into actionable insights with data governance, visualization, data exploratory analysis, and data platform modernization.



Drive efficiency through intelligent automation: Virtusa is positioned as a leader in Digital Process Automation (DPA) service with conduit framework, smart investigation, Triple R solution, Pega-based Know Your Customer (KYC) unified platform, and logistics decisioning solution.



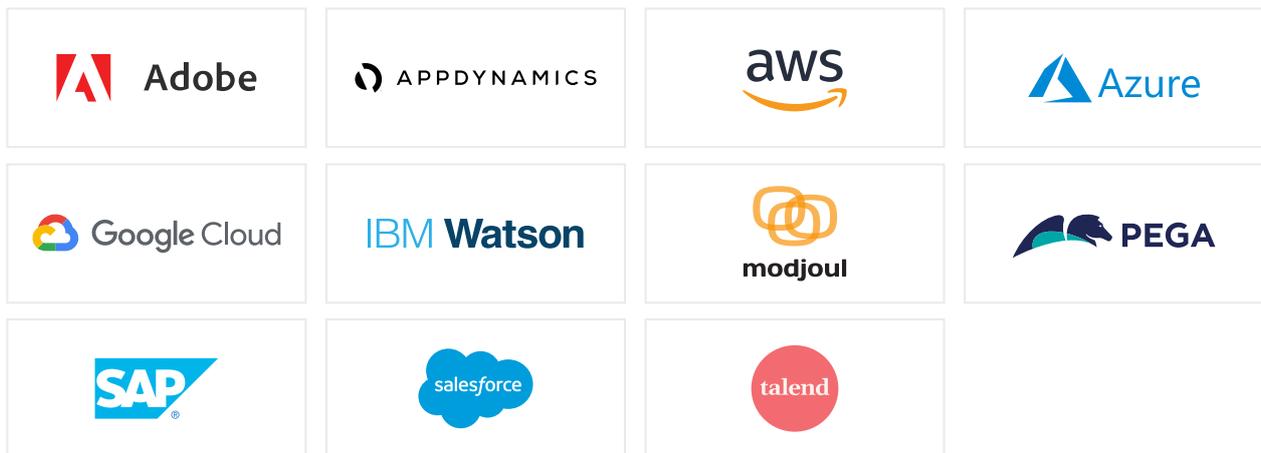
Cloud platform modernization: Virtusa brings its engineering expertise in cloud transformation to provide an array of services – such as, digital infrastructure, analytics and intelligence, customer experience, applications, DevOps, and security – to help companies build the digital enterprise of tomorrow.



Accelerate business outcomes with smart solutions: Virtusa enables clients to achieve their varied business goals with smart solutions, such as vLife™, Provider Lifecycle Management, Pega Smart Claims Engine, InsightsToCare, Payers Analytics, and Appeals & Grievances Processing.



Partnerships



In the media



Virtusa and Mareana Partner to Optimize Supply Chains in Life Sciences.

[Read more](#)



With COVID-19 Lingerin, Virtusa and Modjoul Partner to Get America Back to Work Safely.

[Read more](#)



Virtusa Joins Stanford Artificial Intelligence Laboratory as Affiliate.

[Read more](#)

Awards and recognition

[Virtusa Wins 2020 Pega Partner Award for Excellence in Digital Transformation](#)

[Virtusa Achieves AWS End User Computing Competency Status](#)

[Virtusa Named SIIA CODiE Award Finalist for Best Healthcare Technology Solution](#)

[Virtusa Achieves HITRUST CSF® Certification to Manage Risk, Improve Security Posture, and Meet Compliance Requirements](#)

[Everest Group Recognizes Virtusa as a Major Contender in its Medical Devices Digital Services PEAK Matrix® Assessment](#)



About Virtusa

| | | | | |
|--|--|--|--|--|
|  |  |  |  |  |
| 19 50+ | 22,000+ | 220+ | \$1.31 B | Public |
| Countries Offices | World-class professionals | Active clients | FY20 revenue | NASDAQ: VRTU |

Digital engineering leader for 25 years based in Boston

Virtusa is an APN Premier Consulting Partner and holds AWS Competencies in Data & Analytics, Migration, DevOps, Financial Services, and Life Sciences.

Virtusa Corporation (NASDAQ GS: VRTU) is a global provider of digital business strategy, digital engineering, and information technology (IT) services and solutions that help clients change, disrupt, and unlock new value through innovation engineering. Virtusa serves Global 2000 companies in Banking, Financial Services, Insurance, Healthcare, Communications, Media, Entertainment, Travel, Manufacturing, and Technology.

Virtusa helps clients grow their business with innovative products and services that create operational efficiency using digital labor, future-proof operational and IT platforms, and rationalization and modernization of IT applications infrastructure. This is achieved through a unique approach blending deep contextual expertise, empowered agile teams, and measurably better engineering to create holistic solutions that drive business forward at unparalleled velocity enabled by a culture of cooperative disruption.

For more information, please email
marketing@virtusa.com