BROCHURE

Healthcare and Life Sciences

Accelerating customer-centric innovation in the healthcare and life sciences industry

In this ever-evolving digital world, the healthcare and life sciences industry must shift from volume to value and focus on understanding what drives an engaged consumer 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 15
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%.

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.

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.

Enabled BYOD initiative for over 35,000 contractors for one of the top 5 pharmaceutical firms

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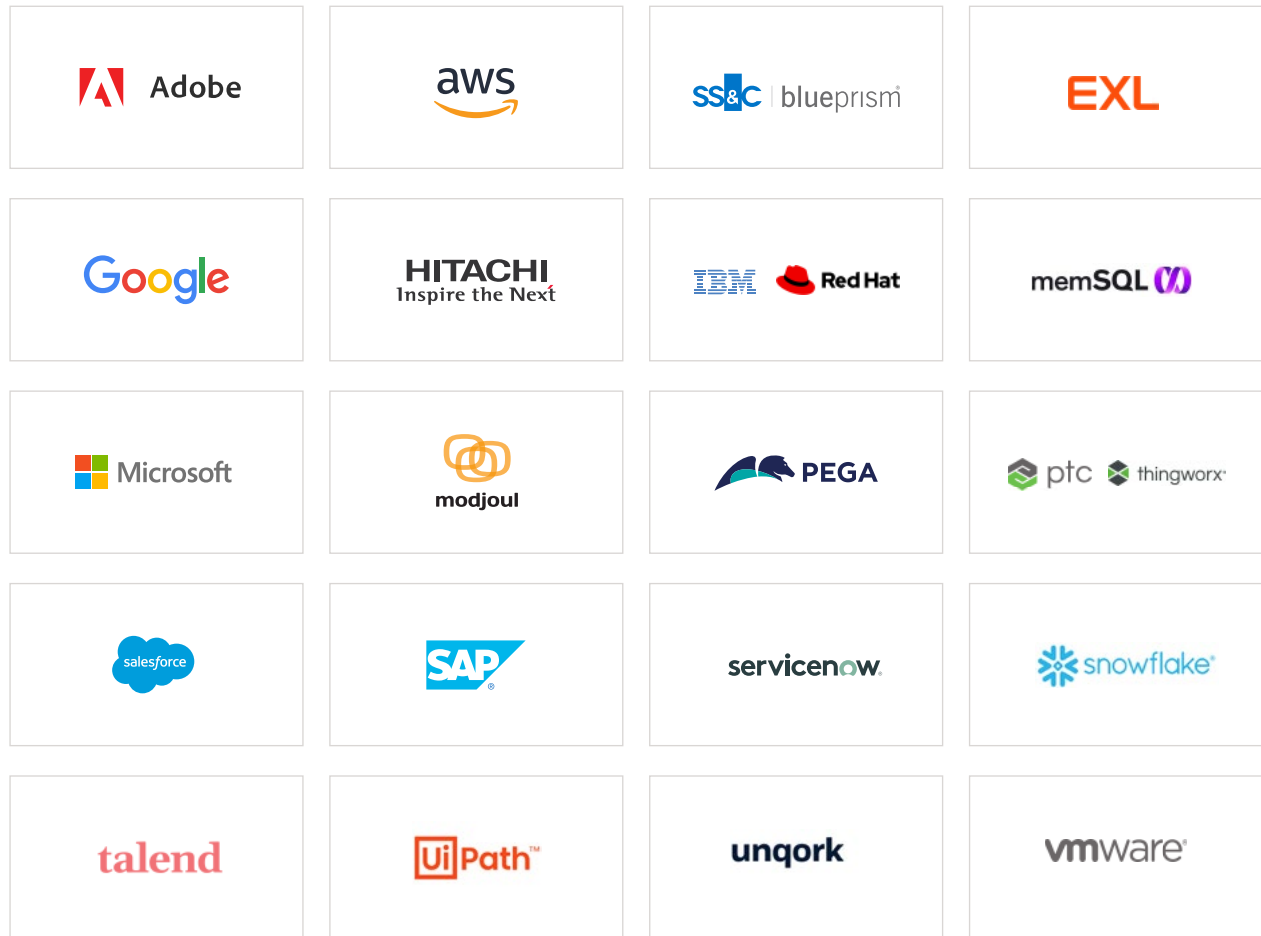
Cloud platform modernization: Virtusa brings its engineering expertise in cloud transformation to provide an array of services – such as, digital infrastructure, analytics and intelligence, customer experience, applications, DevOps, and security – to help companies build the digital enterprise of tomorrow.

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.
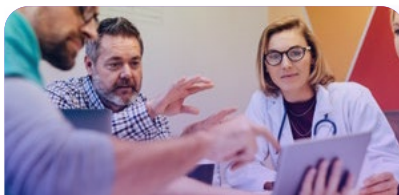
Partnerships

Adobe	aws	SS&C | blueprism	EXL
Google	HITACHI Inspire the Next	IBM Red Hat	memSQL
Microsoft	modjoul	PEGA	ptc thingworx
salesforce	SAP	servicenow	snowflake
talend	Ui Path	unqork	vmware

In the media

Virtusa Delivers COVID-19 Vaccine Tracker to help companies track vaccination status.

Read more

Virtusa Listed as Sample Vendor in Two Categories of Gartner® Hype Cycle™ for Life Science Research and Development.

Read more

Virtusa Achieves AWS Healthcare Consulting Competency Status.

Read more

Awards and recognition

Recognized as an Innovator in Avasant Life Sciences Digital Services 2022-2023 RadarView™

Listed as Sample Vendor in Two Categories of Gartner® Hype Cycle™ for Life Science Research and Development

Recognized as Major Contender in Everest Group PEAK Matrix® for Connected Medical Device Service Providers 2022

Recognized as Major Contender in Everest's Life Sciences Digital Services PEAK Matrix® Assessment 2022

Major Contender in Everest Healthcare Analytics Services PEAK Matrix® Assessment 2022

Virtusa Earns New Pega Partners Global Elite Distinction

Virtusa Earns 2022 Great Place To Work Certification - link

Virtusa Honored in Fast Company's 2022 Innovation by Design Awards - link

Virtusa Awarded 2022 Global AWS Partner Award - link

Virtusa named "Star Performer" in Everest Group's Artificial Intelligence (AI) PEAK Matrix® Assessment 2022 – Global - link

Virtusa Positioned as a Major Contender and a Star Performer for the Microsoft Azure Services PEAK Matrix® System Integration - link

Virtusa Has Earned the DevOps with GitHub on Microsoft Azure Advanced Specialization - link

Virtusa Recognized in 2022 Gartner® Magic Quadrant™for Custom Software Development Services - link

About Virtusa

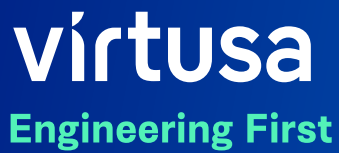| 25 Countries | 50+ Offices | 35,000+ World-class professionals | 220+ Active clients | 22% 10 year CAGR |

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Engineering First

Virtusa Corporation is a global provider of digital engineering and technology services and solutions for companies in the financial services, healthcare, communications, media, entertainment, travel, manufacturing, and technology industries worldwide. At Virtusa, digital engineering is at the heart of everything we do. We are 35,000 builders, makers, and doers that partner with customers to reimagine enterprises and creatively build solutions to the most pressing business challenges that move them to the forefront of their industries.

Virtusa's unique "Engineering First" approach means never presenting an idea we can't execute. With deep industry expertise and empowered agile teams made up of world-class talent, we think about execution early in the process, because the earlier you think about execution the earlier an idea can have an impact. Solving from the inside out enables businesses to respond swiftly to changing needs with improved quality, lower costs, and lasting results.

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