

Drive the future of healthcare

Why NTT DATA

- 50+ years serving healthcare organizations globally
- 40+ health systems served, including most Canadian jurisdictions and 6 of the largest in the U.S.
- 70+ health insurers served, including 6 of the largest U.S health plans
- Trusted partner of health service providers and government organizations across Canada
- 10,000+ healthcare-focused team members
- US\$3.6 billion in annual R&D investment, as part of NTT
- 4+ million end users and 11+ million service desk contacts supported annually
- 2,500+ bots collaborate with over 15,000 professionals to provide robotic process automation services

Citizen expectations in healthcare are higher than ever. The embrace of telehealth, the desire for secure healthcare information access and the demand for cost effective and interconnected systems have changed the industry. Most importantly, patients want access to care when and where they need it.

A Canada-wide survey of doctors, nurses and other healthcare workers in 2022 also showed that 90% believe improving the handling and sharing of electronic health information by providers will lead to better patient care experiences and outcomes.

Healthcare transformation without the angst

NTT DATA is your technology partner for the cutting-edge solutions you need to meet these goals. We empower your workforce, automate your data, streamline your operations, and improve the patient and provider experience, all while reducing costs.

We'll help you fast-track your transformation in four key areas:

Data-driven health



Workforce transformation



Digital health experiences



Business resilience



Your digital healthcare experts

When you engage NTT DATA in your digital healthcare transformation, you're partnering with a global organization of over 10,000 experts. We'll help you apply today's most advanced technologies, including cloud, data analytics and artificial intelligence (AI), to your biggest challenges.

You'll work with professionals — many of whom are former clinicians and healthcare executives. They understand the dynamics of healthcare and care about your patients, providers and delivering better health outcomes as much as you do. Their expertise can augment and level-up your organization's digital capabilities, helping your teams work confidently and improve outcomes with data-driven insights. Our team will help lower costs while you focus on day-to-day operational demands.

Our industry recognition includes:

- Leader in Payer Digital Transformation Services, Provider Digital Transformation Services, Healthcare Interoperability Services and Solutions, and Value-Based Care Services and Solutions¹
- Leader in Healthcare Analytics/Healthcare Data and Analytics²
- Leader in Intelligent Automation in Healthcare³
- Healthcare Payer Leader in three Operational Transformation categories⁴

1. ISG Provider Lens™ Healthcare Digital Services U.S. 2022

2. Services PEAK Matrix® Assessment 2022/2023, Everest Group

3. Solutions PEAK Matrix® Assessment 2022, Everest Group

4. NelsonHall 2023 Healthcare Payer Operational Transformation NEAT report

Healthcare consulting solutions	Digital operations services	Digital transformation services
<p>Healthcare providers</p> <ul style="list-style-type: none"> • Clinical innovation • Transformation acceleration/PMO services • Integration and interoperability • Analytics and data governance • Digital human • Application development and modernization • Organizational change management • Service line optimization • Clinical information system transformation and integration services • Workforce transformation • Hospital at home • Data/artificial intelligence strategy and governance • Process advisory services • Construction advisory • IT cost optimization • Strategic staffing • Mergers and divestitures • Risk and compliance <p>Federal and provincial health</p> <ul style="list-style-type: none"> • Health system transformation • Population health strategy • Integration and interoperability • Data strategy and governance • Transformation acceleration/PMO services • Funding model advisory services • Process advisory services • Privacy and compliance strategies • Regulatory process transformation 	<p>Applications</p> <ul style="list-style-type: none"> • Application development and maintenance • Application integration and interoperability • Application management • Application modernization • Client application services • Enterprise applications • Managed application development and testing <p>Infrastructure</p> <ul style="list-style-type: none"> • Clinical and IT service desk • Dynamic workplace • Field services • Desktop engineering • Hybrid infrastructure • Data center migration • Cloud transformation • Managed IT security • Core compute <p>BPO</p> <ul style="list-style-type: none"> • Health data management • Digital business process as a service • Patient experience • Knowledge process service • Robotic process automation 	<p>Transformation acceleration</p> <ul style="list-style-type: none"> • Application development and modernization • Cloud transformation • Data and intelligence • Digital experience • Enterprise applications



Canada's health system is under tremendous pressure. With an aging population, a changing health workforce and rising health system costs, health services delivery organizations and technology partners need to collaborate to empower patients, reduce the administrative burden on care providers and leverage valuable information assets to enable health equity and improved outcomes. Thoughtful innovations that respect privacy while enabling better care and providing better knowledge to support improved decision-making can transform our health system. Let's get our healthcare providers focusing on what they do best — caring for people."

Michelle O'Keefe

Industry Consulting Director,
Canada Health & Government



Fast-track your digital healthcare transformation

Stay ahead of the curve with NTT DATA. From small projects to enterprise-level transformations, we give you access to cutting-edge technologies (data and analytics, machine learning and artificial intelligence) and industry solutions to put your data-driven insights into action faster. Our aim? To help you create the future of healthcare that best serves your community.

Every healthcare organization is unique, and one-size-fits-all fits no one. That's why we work with you to

build a solution based on an in-depth understanding of your organization, its unique systems and challenges, and the populations you serve. Together, we'll empower your workforce, automate your data, streamline clinical and business operations, and simplify and improve the healthcare journey — all while reducing costs. The future of healthcare is here, and NTT DATA will help you lead the way.

Contact us today to learn more about NTT DATA's healthcare solutions.

* Leger. 2022 Canadian Interoperability Landscape: A Survey of Clinicians. Canada Health Infoway. September 2022.

Visit ca.nttdata.com to learn more.

NTT DATA is a \$30 billion trusted global innovator of IT and business services. We help clients transform through business and technology consulting, industry and digital solutions, applications development and management, managed edge-to-cloud infrastructure services, BPO, systems integration and global data centers. We are committed to our clients' long-term success and combine global reach with local client service in over 80 countries.

