



Transforming to a Digital Healthcare Enterprise through Syntel's hDigitalTx

The dimensions and scale of the challenges faced by healthcare providers - cost, quality and low reimbursements are changing rapidly. The evolution of healthcare models has accelerated accordingly. Now the industry has models in which care is delivered by teams rather than individuals, is measured on outcomes rather than activity and is purchased as packages rather than disparate pieces. In this new setting, digital, analytics and social media are becoming increasingly important value creators.

The most successful companies today have built or transformed their enterprise around the new consumer (i.e. patient)-centered paradigm. Healthcare providers, therefore, are primed for a big transformation.

Digital and social media have enhanced connectivity, bringing unprecedented number of people into contact and delivering better health outcomes at lower costs. It is also empowering people to participate more actively in their own treatment, providing new methods to manage chronic conditions and easing the burden on overstretched healthcare systems. The Internet has hugely expanded access to data, creating continuous learning systems and feedback loops between medical advances and clinical practice.

Syntel's Solution

Syntel's hDigitalTx is a strategic offering that will enable your organization to transform into a digital healthcare enterprise. Built on the bedrock of Social Media, Mobility, Analytics, Cloud and Internet of Things (SMACI) technology, our hDigitalTx solution is designed to complement and supplement your existing Electronic Medical Record (EMR) and Electronic Health Record (EHR) platforms. It will provide better health outcomes and reduce costs, with minimal disruption and maximum returns.

Digital Foundational Services

Architectural elements such as enterprise service bus and business rules engine are the key to unlock and process data in a secure manner. Data integration strategies need to be examined to allow external, unstructured and Big Data into the enterprise. The business channels also need to be refreshed to provide a consistent consumer experience.

Syntel's Digital Foundational Services help healthcare enterprises realign these digital building blocks, while complementing the current investments on underlying core administration, care management, wellness and other platforms.

THE SMACI TECHNOLOGY STACK

Social Media

Creating differentiated consumer engagement

Mobility

New disruptive business models

Analytics

Unique business insights

Cloud

Flexibility to scale with speed

Internet of Things

Intelligence from connected devices

Digitization Services: Digital Enterprise Architecture

- Mobility software development kit (SDKs / APIs)
- Service Oriented Architect (SOA) enablement
- Business process management
- Business rules management

Data Integration Services

- Master data management (MDM)
- Big Data integration

Internet of Things (IOT) Fabric

- Device connectivity
- Complex event processing

Customer Experience Management (CXM)

- Multi-channel enablement
- Usability and interactive user interface design for web and mobile channels

Social Media Integration



WHY SYNTEL?

- Deep healthcare platform knowledge and experience
- Our hDigitalTx solutions complement your existing investments in core administration, care management, wellness and network platform
- Intellectual property (IP) based tools, accelerators and frameworks provide speed and security to your digital journey
- Strategic partnerships with leading cloud, analytics and healthcare product vendors
- More than 30 delivery centers/ offices in North America, Europe and Asia
- Flexible global delivery model

hDigitalTx Solutions



Syntel's strong digital foundation and flexible architecture help you drive value through innovative digital solutions in consumerism, care delivery and analytics.

KYC 360°

An MDM-driven solution to link all aspects of member/patient data from sales, operations, medical management and social media sources

EYC 360°

Differentiated member/patient experience across digital marketing, customer service, care delivery and wellness, based on a holistic omni-channel strategy

Digital Consumer

hInspector

IOT fabric for connected medical and wellness devices to identify at-risk and monitor high risk candidates

Mobile Point of Care (mPoC)

Integrates the care experience across patients, healthcare providers and program sponsors to enable remote physician visits and payment integration for mobile platforms

Smart Care

Leverage Big Data and Analytics to deliver unique business insights.

Clinical Insights to identify treatment and wellness program effectiveness, as well as patient satisfaction

Financial Insights into claims, in order to identify cost and risk management strategies

Social Insights to profile consumers, listen and analyze sentiments, improve products and the consumer experience

Digisight



Internet of Things Framework

- Digital platform for Internet of Things
- Ability to build clinical rules
- Can be leveraged for remote patient monitoring



CCAT

- Cloud assessment tool
- Built-in code scanning utilities
- Accelerates cloud deployment



Integrated Reference Architecture

- Accelerates portal digital transformation
- Re-usable architectural components



Accelerated Social Media Integration Framework

- Social content aggregation
- Sentiment analytics



ConText

- Content and text analysis tool
- Leveraged for sentiment analysis



SmartXtract

- Business rules extraction tool
- Enables rules externalization



Analysis Studio

- Modeling tool for business users
- Business insights engine



SmartMobi

- Mobile reporting dashboard framework
- Connects to Oracle BI, Cognos, MicroStrategy

Syntel in Action

Syntel is currently working on the digital transformation initiative of several healthcare systems. We have implemented elements such as:

- Setting up digital foundation services, including an enterprise architecture blueprint
- Building a clinical data warehouse as the foundation for clinical analytics; individual data marts for clinical, financial and operational analytics
- Conceptualizing and co-developing patient navigator for oncology
- Mobilizing current applications and building new applications for smart devices