HEALTH AND LIFE SCIENCES

THIS IS AN EXTRACT OF
THE **2019-2020 INSIGHTS TO ACTION** REPORT.

CGI

Patient-focused.
Data-driven.
Cost-efficient.

Globally, **5,000 CGI consultants support healthcare providers and payers, government health organizations, and pharmaceutical, biotech and medical device firms**. We help healthcare clients improve the health of populations and individuals, while making care more cost-effective and affordable. In life sciences, we partner with clients to identify, develop and implement strategies and solutions to help them become digital organizations.

Client insights. CGI action.

In 2019, we met face-to-face with 96 health and life sciences executives to learn about their top trends, priorities and challenges.

What we heard from clients	How we partner to help them succeed
Industry trends: Becoming digital organizations to meet customer and citizen expectations	Developing and delivering on strategies to enable seamless, personalized end-to-end experiences for customers and citizens
Business priorities: Optimizing today's operations to improve outcomes and reduce costs	Combining the power of data and automation to streamline processes and generate actionable insights for better decisions
IT priorities: Driving IT modernization and new IT delivery models to increase quality and speed to market	Modernizing systems, processes and IT delivery models through best practices, technology integration and managed services

Transforming access to personalized healthcare

CGI collaborates with clients to develop and implement digital strategies to improve citizen and customer service.

For example, CGI was selected by **98 municipalities and 5 regions of Denmark** as a supplier of telemedicine solutions supporting chronic obstructive pulmonary disease (COPD) patients, with a potential to expand to other illnesses in the future.

The **U.S. Centers for Medicare and Medicaid Services (CMS)** administers government health programs for millions of Americans. CGI helps CMS provide digital access to these programs through three interconnected portals, continually modernizing them using human-centric design, as well as agile and DevOps methods. Recent enhancements include a "What's Covered" mobile app that provides real-time access to individualized coverage information. These transformational efforts continue to increase enrollments and align with CMS's goal of providing more people with quality healthcare coverage for better health and better care at lower costs.

Advancing health ecosystems

CGI is one of several leading technology firms in the **Alliance for Innovative Care Collaboration in Sweden** contributing to a common platform for the larger health ecosystem.

Harnessing data and automation to streamline processes and improve outcomes

CGI's healthcare clients seek to harness the power of data and automation to improve processes and provide better care and outcomes. In life sciences, data is a critical means to drive more value-added business across the value chain.

For example, CGI collaborates with the **City of Järvenpää, Finland** to use software robots to make routine changes to patient information, reducing errors and freeing staff to serve patients. Our services and analytics-based solution CGI ProperPay help insurers such as **Highmark** take a proactive approach to preventing fraud that could impact member welfare and/or the financial well-being of members, employer groups and the organization. We help the **Finnish Red Cross Blood Service** harmonize data flows, facilitate information discovery and improve transparency, accelerated by our Rondo document management solution.

" *With CGI Rondo, automatic documentation saves us a lot of time in finding the needed documents, as they are no longer distributed in multiple folders and in the email messages of individual persons.* "

Teemu Laakso
Development Director,
Finnish Red Cross Blood Service,
Helsinki, Finland

Modernizing systems and IT delivery methods to improve quality, efficiency and agility

Driving projects with agile methods and managed services enables health and life sciences organizations to improve quality, time to market and cost efficiency.

For Finnish insurance provider **LocalTapiola**, we used agile methods to develop rapidly a mobile application providing 24/7 assistance from remote doctors and nurses to 200,000 insured customers. In North America, CGI helps numerous health systems—such as **St. Vincent Indianapolis Hospital** (Ascension), **Kindred Health** and **Hamilton Health Sciences**—to automate processes using our expert content and case management services. Our Aromi enterprise resource planning (ERP) solution helps the **Hospital District of Helsinki and Uusimaa (HUS)**, Finland meet the institutional and dietary needs of patients, and our ERP managed services support **Plexxus**, a consortium of hospital purchasing organizations in Canada.

500+ biotech/ pharmaceutical projects completed for 50 clients

In life sciences our **commercial launch**, **clinical services**, **supply chain** and **regulatory compliance** capabilities help clients increase speed, efficiency and innovation to maximize revenue potential while minimizing regulatory and competitive impacts.