NTT DATA

Put Patients Back at the Center of Care

NTT DATA and the Now® Platform for Healthcare

Benefits:

- Standardize a single source of the truth, putting digital guides at employees' fingertips
- Work smarter and faster with native, purpose-built AI and analytics
- Scale quickly and drive productivity with cross-enterprise workflows
- Build low-to-no-code applications so strategists can sandbox and troubleshoot
- Better manage resources, reduce redundancy and ensure compliance
- Enable collaborative monitoring and problem-solving to improve in-depth situational analysis

Healthcare systems face intense scrutiny. Regulations, administrative policies and insurer requirements often make patients feel like their care benefits the system more than it does them. As technology continues to evolve, administrators can feel tied to existing systems or left behind by advancements. Balancing updates and upgrades with legal requirements seems to upstage individual patient needs.
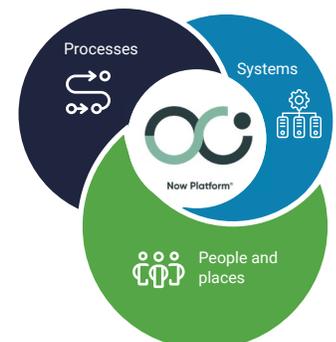
Artificial intelligence (AI) can now help read radiological scans and identify cancers, COVID-19 and other diseases that even some of the best-trained eyes could overlook. So how do healthcare systems account for such advances in technology? How can an administrator scale that kind of capacity to care for more patients? Even beyond AI, there are opportunities to synchronize systems from insurer to provider. And through it all runs a set of HIPAA and Protected Health Information (PHI) compliance needs that can't be overlooked or underestimated.

What would change for patients if the healthcare industry could lessen these challenges? We partnered with ServiceNow to help make that happen. Leveraging NTT DATA and the Now Platform empowers healthcare providers to better meet patient needs.

ServiceNow's impact on healthcare

If your healthcare organization has made significant system and technology investments, it can amplify your ability to serve patients. And with ServiceNow and NTT DATA, you can bring all those technologies into a central hub. Doing so enables your systems and technologies to cross-communicate and do far more together than they ever have or could in their current state.

NTT DATA is at the forefront of helping the healthcare industry keep its competitive edge. As an Elite ServiceNow Partner, we're changing the way healthcare systems do business and helping you get the most value out of your data — for your organization and the patients you serve.

What can you do with the NTT DATA and the Now Platform?

Consistency and scalability

Configuration management database (CMDB)
A centralized source that provides full visibility into your IT environment

Common services data model
CMDB-based framework that enables standard and consistent service modeling

Knowledge management
Easy access and sharing of information, such as self-help, troubleshooting and task resolution

Service catalog
Standardized request fulfillment provides accuracy and availability of service offerings

Engagement

Conversational interfaces
Connect seamlessly to virtual or live agents through any popular messaging app

Service portal
Build, customize and deploy mobile-friendly self-service experiences

Mobile
Provide consistent experiences and support all user needs with mobile apps and configuration tools

Workspaces
Deliver targeted personalized experiences with all the resources teams need to get their work done

Playbook experience
Visualize business process workflows in a simple, task-oriented view

Productivity

Service-level management
Gather service requirements and track and manage SLAs

Skills management
Associate skills with individual users or groups and assign them to tasks or projects

Reports and dashboards
Easily create and configure customized reports and eye-catching dashboards

Workforce optimization
Optimize schedules and work assignments and deliver skills development

Automation

Flow designer
Use a single no-code design environment to build, connect and automate cross-enterprise workflows

Process automation designer
Build and manage multiple complex workflows with no-code playbooks

Advanced work assignment
Automatically assign work items to agents based on availability, capacity and skills

Embedded integrations and spokes
Connect any systems, apps and data with custom integrations or prebuilt connectors to popular business apps

Intelligence

Machine learning
Automate routine tasks and resolve issues faster with purpose-built AI capabilities

NLP/NLU/NLQ
Enable and configure applications to learn and respond to human-expressed intent

Performance analytics
Optimize business services, improve processes and align with organizational goals

Process optimization
User visual process maps and cluster analyses to identify bottlenecks and streamline work

Security

Data encryption
Choose from multiple flexible encryption options to meet individual organizational or compliance needs

Regulatory compliance
Follow global and regional standards and regulatory requirements

Privacy and access controls
Maintain full control over data with adherence to digital privacy and safety mandates

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NTT DATA
Trusted Global Innovator