

Applications modernized. Efficiencies realized. Processes optimized.

Transforming Gainwell's IT platforms to build a stronger foundation for applications, processes and customer-facing operations.



The marketplace for Medicaid Management Information Systems (MMIS) and Medicaid Enterprise Systems (MES) is changing. As it shifts away from monolithic, legacy, on-premises systems to modular, cloud-based alternatives, solution providers like Gainwell are evolving too.

Today's MMIS and MES platforms must provide real-time data access while gradually integrating AI and ML across claims management, telehealth functionality and secure governance frameworks. They must also meet evolving regulations, federal mandates and state initiatives.

NTT DATA's deep understanding of the healthcare industry and our extensive technology expertise mean we can provide support as you navigate these challenges.

Your mission is to improve outcomes and enhance provider experiences, safeguard program integrity and address fraud, waste and abuse. However, you must also ensure the business is financially stable, cost-effective and efficient.

We are a single, reliable partner with the breadth of capabilities to manage your complex needs. By leveraging our experience and solutions within applications, product engineering and front-office business process outsourcing (BPO), we deliver essential optimizations and business transformation initiatives that align with your strategic roadmap.



Modernize and transform Medicaid systems and management

As Gainwell's partner for operational efficiency, stability and business transformation, we want to reinforce our existing commitment to improving efficiency and performance. Using our existing Information Technology Outsourcing (ITO) process and engagement and our End User Services as a foundation for development, we will extend our services into business transformation by focusing on:



Improved data management and data strategy

We ensure clean, structured and usable data for effective analytics. Delivering quality data for AI use cases improves insights and decision-making and helps identify the services that best support population health.

MMIS transformation

We help modernize legacy MMIS ecosystems and custom applications core to Medicaid, including pharmacy benefit management, claims education and provider management. Transformation initiatives address benefit payment coordination and integrity. Through application modernization and product engineering, we can enhance complex business applications, making them fit for cloud, interoperable between states, and compliant with security and regulatory requirements.

BPO services and customer experience

We enrich and continuously improve customer-facing operations, including contact center, claims management, provider interaction and mail room, as well as other critical business services. Using digitization, automation and AI, we leverage technology and analytics to improve efficiency and customer experience. Agentic AI improves prior authorization and pharmacy benefits management. Together, this will improve query resolution and processing times, eliminate paper-based manual processes and help agents better analyze data — delivering increased productivity and a more seamless experience.

Enabling stability, productivity and profitability

We support your strategic vision to modernize Medicaid systems, improve healthcare access, personalization and stability, and leverage the full value of your data, by:



Driving operational stability, predictability and cost reduction across technology and operations

We can create back-end and IT efficiencies that increase predictability and support ongoing cost reductions to make operations more stable.

This includes automating repetitive and manual tasks to reduce labor costs, minimize errors and streamline outdated processes. Using agentic AI, you can identify bottlenecks and optimize operations while supporting contact center teams as they analyze patient data, personalize treatment plans and offer recommendations.



Improving productivity and profitability with modernized applications

We'll help you become more agile, efficient and secure while reducing costs and positioning your company for future change. This will help you go to market faster, respond to evolving regulatory environments quicker and align with Medicaid rules in each state.

By migrating and transforming business-critical legacy and custom applications in the cloud, we re-engineer and refactor applications for modern business requirements and infrastructure. This improves scalability and the ability to meet changing demands. This will also help improve experiences for Medicaid recipients, providers and state agencies. You'll increase the speed and reliability of applications for faster claims management and processing.

We'll also ensure security best practices, helping Gainwell build trust with clients and regulators. You'll adhere to healthcare and government regulations and reduce the risk of breaches.



Increasing revenue generation without disrupting operations

We'll help you increase revenue and focus on customers while maintaining operational stability, regulatory compliance and continuous improvement.

Our BPO services integrate seamlessly and non-intrusively with existing front-end business processes. You'll enable incremental improvements and revenue gains without disrupting operations.

AI optimizes and automates processes in both the contact center and claims management. You'll deliver faster response times and more consistent service to elevate customer and provider experiences.



Removing technology vendor complexity

We'll help you become 'asset light' by reducing vendor ecosystem complexity. Managing end-to-end lifecycle management for OEMs, hardware and software partners lightens the load on IT teams. Drawing on our foundational infrastructure expertise, we also support your ability to move client migrations to the cloud.

Additionally, we can help you deliver white-label supply chain and technology solutions to customers. Leveraging our vendor partnerships to negotiate pricing and optimize costs will expand your service portfolio.

US-centric delivery meets full-stack solutions and deep Medicaid expertise

Several factors make NTT DATA a distinct partner to help Gainwell continually improve, optimize, transform and grow.

We bring relevant technologies, know-how and healthcare expertise that will improve operational cost-effectiveness, frontline experiences and revenue.

Why NTT DATA:



We provide a full stack of physical, digital and consulting services

Our full suite of business and technology services has huge breadth across business and tech consulting, data, analytics, app development, system integration, networking, security and cloud solutions.

We're also one of the leading providers of digital and AI infrastructures in the world. We have AI-ready data centers and own and operate one of the world's largest Tier 1 IP Networks.



Our presence in the US is strong and continually growing

Although we have global reach and scalability — meaning we can consistently deliver the same level of service anywhere in the world — we know that for Gainwell US-centric delivery is essential. Our HQ in Plano, Texas and extensive US presence mean we adhere to the same data sovereignty and sequestration requirements that are critical to Gainwell.

We have experts on the ground who understand the US healthcare environment. For decades, we've been a prominent provider of Medicaid consulting services, serving 20+ states and millions of beneficiaries.





We have a robust partner ecosystem with leading technology providers and hyperscalers

Few organizations can rival our partner ecosystem. We have strategic partnerships with Cisco, Juniper, Palo Alto, AWS, Azure, Microsoft, Salesforce and ServiceNow. Our ecosystem delivers end-to-end sustainable IT, tech and data management. Our expanded AI partnerships include AWS for AI-powered contact center solutions, a new global business unit for Microsoft Cloud to fast-track enterprise transformation in the AI era and Mistral AI to help shape the future of sustainable and secure private AI for enterprises.

Working with us gives you the flexibility to consume services in the most optimal way. Leveraging our lifecycle management expertise removes technology barriers.



We have vast experience with healthcare and within the Medicaid space

We've been delivering innovative, global healthcare solutions for over half a century, with 14k+ team members worldwide who support our healthcare and life science clients. This includes long-standing relationships with leading healthcare providers, such as Point32Health and Centene.

Every year, we invest heavily in R&D, assigning an average of \$3.6 billion to innovations that include real-world, evidence-based R&D analytics, digital twins for biopharma manufacturing processes and disease prediction, pharmacovigilance and medical devices complaints management platforms.



Our heritage amplifies our dedication to high-quality delivery, long-term partnerships and business outcomes

Our business is rooted in strong Japanese traditions of meticulousness and quality, emphasizing reliability and trust in client relationships. We aren't looking for quick wins but long-term and trusted partnerships.

We embody a culture of continuous improvement and outcomes, with a focus on sustainable growth and innovation. Our high-quality, precise service and solutions and global scale mean we can be trusted from both a financial and a transformation standpoint.

Your proven partner for accelerating business transformation

We don't just say we can transform healthcare and deliver exceptional experiences across the ecosystem — we can prove it. For over 50 years, we've worked alongside hospitals, health systems, public health agencies and payer organizations worldwide.

Our comprehensive and modern business and IT services portfolio can meet your needs for tomorrow. This is why we've been recognized as a Leader in **IDC MarketScape for Worldwide Life Science R&D ITO Services** three times.¹

A snapshot of success:



Helped **Humana** deliver great omnichannel customer experiences, with an end-to-end messaging experience focused on denied claims



Empowered **Independent Health** to integrate its IT service desk with its core infrastructure to enable predictive and proactive business operations



Helped **Regional Blue Cross Blue Shield** to modernize its legacy health plan data systems with a HIPAA-compliant, AWS-based data lake



1. Source: IDC MarketScape: Worldwide Life Science R&D ITO Services 2024 Vendor Assessment, doc #US52703324, November 2024

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With NTT DATA, you can continually improve, optimize and transform

We understand that Gainwell's immediate goals are to optimize and modernize in the shifting MMIS market, and we want to reaffirm our commitment to cost and process efficiencies.

Going forward, we can demonstrate impact beyond the infrastructure and data processing, by delivering business-level value.

From application cloud migration and product engineering for your business-critical applications to supporting your frontline employees with BPO and agentic AI, we'll help you modernize your contact center and your management of claims, pharmacies and suppliers.

Together, these transformational changes will enable you to improve customer experiences, optimize costs and drive revenue — making your business fitter for the future and elevating patient outcomes.

NTT DATA: Operational efficiency, stability and business transformation



Visit nttdata.com to learn more.

NTT DATA is a \$30+ billion business and technology services leader in AI and digital infrastructure. We accelerate client success and positively impact society through responsible innovation. As a Global Top Employer, we have experts in more than 70 countries. NTT DATA is part of NTT Group.

