The Future of Healthcare and Financial Services for Businesses, Patients and Consumers

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The Future of Financial Services and Healthcare

Keywords:
- Financial
- Healthcare
- Automation
- Efficiency
- Robotics
- Process
- Revolution
- Industry
- Services
- Intelligence
- Cloud
The Future of Financial Services and Healthcare

We are in an age of massive technology change, a convergence unlike anything we have seen before!

It’s all about CONVENIENCE, QUALITY and SERVICE
Financial Services & Technology
A 20th century financial system in a 21st century world

An industry in need of investment and transformation

• Advanced
• Convenient
• Exciting
• Customer Centric
• Easy

Would you describe FS this way?
Financial Services & Technology

A proud future

A glimpse into the 21st century

• Advancing
• Innovating
• Progressing
• Exciting
• Inspiring

• Imagination
• Reinvention
• Proactive
• Anticipative
• Predictive
Robotic Process Automation
Reinventing the nature of work and transforming global sales and services

Streamlining business and changing communication

- Chatbots in customer service
- Automated sales support
- RPA and AI in securities trading
- Insurance and workplace injuries
- Risk management to prevention
Chatbots can improve end-user experience

• Fluently understands multiple languages
• Cognitive gent capable of understanding, learning & problem-solving through natural conversation
• Recognizes customer sentiment for decision-making & escalation
• Broadly being implemented & in early stages of adoption in financial services and healthcare
The value of acceleration

- IT industry is at inflection point with substantial productivity, service, quality & efficiency gains accessible
- Labor arbitrage has largely plateaued
- Automation is a requirement to manage volume
- Improved cost & speed fulfilling tasks & resolving issues 24/7/365
- Digital labor is now evolving as the next game-changer
It’s about time for a change…

- Massive productivity gains
- IoT and sensor-based data
- Predictive AI
- Reshaped phone and online
- Bespoke products and services
- Anytime-anywhere convenience
Healthcare & Technology

Healthcare through the lens of modern technology
Delightful?
Augmenting healthcare delivery

- Paperwork vs. patient care
- IoT vital tracking
- AI-supported/ enhanced
- Increased productivity/ quality
- More patient facetime
- Real Time/ Personalized
Telehealth & Telemedicine
Building relationships, increasing care continuity and improving emergency outcomes

Improving primary, specialty and emergency care

• Decreased costs
• Improved care
• Improved adherence
• Video Visits & Emergent Care
  • Tele-dermatology
  • Tele-stroke
Technology-Driven Future in Health & Finance

Leaders Must Embrace the Technological Revolution, and Lead!