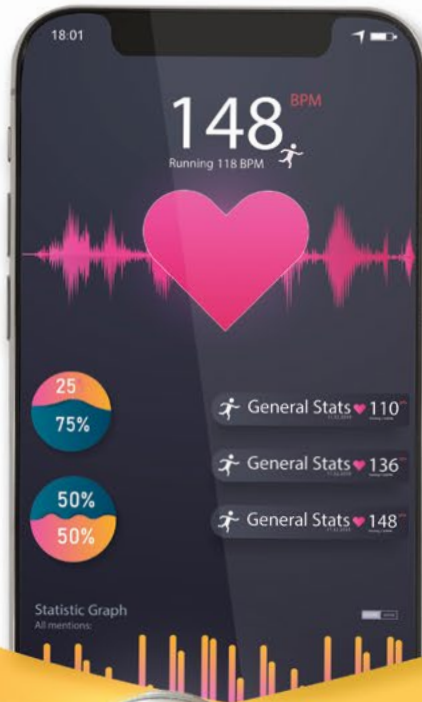


Deliver human-centered digital health experiences now.



The goal: humanized, 1-1 experiences online and offline

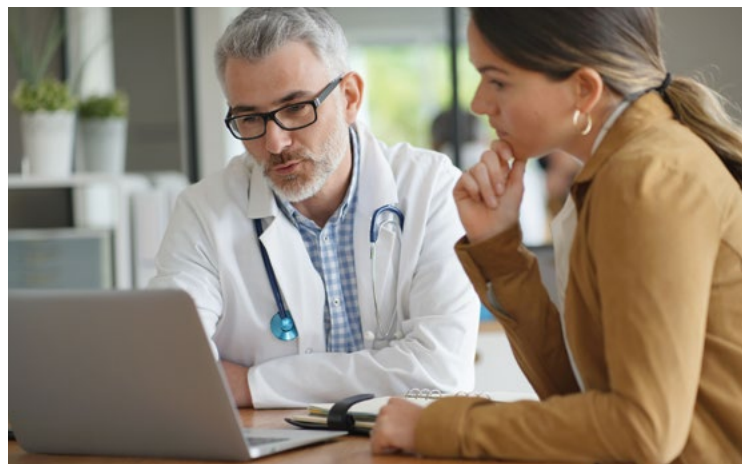
Today's health providers and patients both expect personally relevant digital experiences – on par with what they observe as consumers - that enable them to get the information they need to achieve better physical outcomes. Whether on or offscreen, these experiences should embody human-preferred qualities like empathy, quick resolution and collaboration.

"87% of healthcare executives agree that the integration of customization and real-time delivery is the next big wave of competitive advantage."

- Accenture Research, Digital Health Tech Vision 2019

To provide a personal and empathetic digital health experience, you must:

- Demonstrate that you understand patients with only hyper-relevant messaging and care instructions.
- Offer a consistently valuable (read: helpful) experience from anywhere and everywhere.
- Scale for audience size, location and language preferences.
- Empower patients with convenient self-service like appointment setting and online forms.
- Enable cross-team collaboration and secure data sharing.



Accelerate your experience revolution

By combining human-centric design with technology, Avanade provides health and life science organizations with digital experience solutions that enable employees, engage customers and patients and improve business outcomes.

These CX solutions are available today.

Deliver future-ready experiences now

Together we can create the experiences your care teams and patients expect, at a speed that helps you achieve your goals. Avanade can help you:



Engage

Create personalized experiences that increase patient and provider satisfaction.



Communicate

Deliver providers and patients the most pertinent care instructions, process and procedures.



Refresh

Optimize experiences fast to stay on top of research findings and evolving user needs.



Empower

Stand up self-service features such as bill pay, appointment setting, and self-care instructions.

Making an impact in health and life sciences

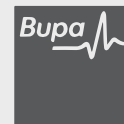
These client success stories are just the beginning.



We helped Merck & Company:

- Support 290,000 page views per day
- Increase traffic in every one of their markets
- Win a Sitecore Experience Award: Best Web Content Experience

[Read our Case study](#)



We helped Bupa:

- Easily access inquiry-based content to support front-line consultants and provide a better customer experience
- Target user experience that reduced training time

[Read our Case study](#)

[Learn more](#) about how we helped Sitecore Experience award winners like Mayo Clinic.

Our deep expertise

We blend creativity, innovation and technology to deliver customer experiences that drive value. And we can do it consistently, at scale and across every brand touchpoint and channel.



We have:

- More than 250 digital marketing clients in 21 countries
- Provided ongoing support for 100+ global clients with Digital Marketing Managed Services
- Won 25 Sitecore Experience Awards, in partnership with our clients, in the last six years
- Over 750 UX professionals and 38 LUMA Human-Centered Design practitioners
- 11 Sitecore MVPs and 1,300 trained Sitecore specialists
- 3,500 analytics professionals and 4,200 business excellence and automation experts

Ready to create a better experience?

Contact us to learn more.



About Avanade

Avanade is the leading provider of innovative digital and cloud services, business solutions and design-led experiences on the Microsoft ecosystem. With 38,000 professionals in 25 countries, we are the power behind the Accenture Microsoft Business Group, helping companies to engage customers, empower employees, optimize operations and transform products, leveraging the Microsoft platform. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation. Learn more at www.avanade.com

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