

LIFE SCIENCES  
AND HEALTHCARE  
PRACTICE



*A lifetime of care*



# LIFE SCIENCES AND HEALTHCARE PRACTICE AT HCL



Life Sciences and Healthcare (LSH) organizations are committed towards enhancing the lives and well-being of people around the world. While the LSH industry has made huge strides in the last few decades across various medical conditions, and in improving the health and well-being of populations at large, we believe that there exists a huge opportunity across various disease areas and patient populations, whose needs are not being met effectively today. Some of the areas that hold a huge promise include increasing the scale of healthcare delivery, tackling the challenges thrown up by chronic diseases, and areas like oncology, cardiology and immunology.

The LSH industry is also challenged continuously by changing business models, regulatory and compliance frameworks and ever-increasing cost pressures. It becomes essential for companies to leverage the power of technology to tackle these issues, and to ensure that their business objectives are met.

With more than 6000 professionals dedicated to the life sciences and healthcare, we at HCL help companies to overcome industry challenges, achieve their business objectives, drive their growth, and ensure that they continue to provide their customers/patients a lifetime of care.





# WHAT MAKES US THE PARTNER OF CHOICE TO OUR CUSTOMERS?



HCL offers life sciences and healthcare companies expert domain-driven information management, Compliance solutions, future-ready business process optimization, healthcare applications development and support and maintenance.

## OUR VISION

*“Creatively converge technology, data and services around the patient to fundamentally transform patient insights, patient outcomes, patient experience and healthcare reach globally.”*

Our Vision is based on four convergent drivers continuing to create a major Inflection point on Patient behaviours and expectations relating to Healthcare globally. Over the foreseeable future they will have an increasing impact in transforming the way patients perceive, receive and believe in Healthcare; and in moving Patients from a victim mind-set of ‘Heal Me’ to a more positive, proactive mind-set of ‘Help me heal myself’.

## OUR COMMITMENT TO “A LIFETIME OF CARE”

We are driven by the goal of improving the well-being of the entire population. We believe that technology has the power to transform the LSH industry, and the shape of collaborative innovation, which is at the intersection of industries and technologies that will be center stage of healthcare in the future. Given the global scale of the healthcare industry, forward-looking and disruptive technology leaders will play a significant role in driving next generation innovation, which will benefit the world at large. With this outlook, we continue to invest in

Industry focused IPs,  
Solutions and  
Accelerators

Thought  
Leadership

Deeper  
engagement  
management

Differential  
industry  
partnerships

Analytics and  
outcome-based  
service offerings



# WE COLLABORATE WITH CLIENTS ACROSS THE SEGMENTS OF THE LSH INDUSTRY



For a decade, we have been partnering with clients across the industry to help to develop affordable, value-based technology solutions. We are proud to be the partner of choice to:



**8 of the top 10**  
global pharmaceuticals



**6 of the top 10**  
health insurers



**9 of the top 10**  
medical device  
manufacturers



**3 of the top 5**  
Contract Research  
Organizations (CROs)

Our wide array of services helps us collaborate and work with clients across the spectrum of the LSH industry:



**Pharmaceuticals:** Our deep pharmaceutical domain expertise, historical R&D experience, outcome-based partnerships with global giants, and diverse geographical outreach, have enabled our clients to achieve the objectives of their 'run', 'improve' and 'transform' initiatives. We provide a complete range of services spanning the entire pharmaceutical value chain, continuously creating new propositions and innovative solutions for clients



**Medical Device:** Taking leverage of our proven product engineering strength, we offer solutions to medical device manufacturers at each and every stage of the product life cycle. We partner with the Medical Device manufacturers right from the requirements definition to the end, or in any stage of the product life cycle. We are one of the few vendors in the world providing end-to-end services in this area thereby ensuring improved time to markets for customers.



**CROs:** We add value to the CROs by offering services around patient recruitment and retention, patient engagement solutions, market access, pharmacovigilance and eClinical and technology enabled consultancy & transformation solutions.



**Payer:** We have invested considerable capital in building a uniquely qualified Payer solutions team with decades of industry experience, technology expertise and domain expertise. Additionally, our customer-focused innovative approach drives us to invest a substantial portion of our revenues into industry specific R&D, resulting in sustainable and innovate solutions that create customer value.



**Providers:** We provide an end-to-end portfolio of services to help providers manage reform and negotiate the most significant business challenges of today and tomorrow. We present an end-to-end portfolio of services to help provider organizations manage reform while negotiating the most significant business challenges of today and tomorrow.





# KEY SOLUTIONS OFFERED



## LIFE SCIENCES

**CLINICAL TRANSFORMATION:** The industry is facing a paradigm shift. Next-generation research and development (R&D) is patient centric, that demands agile and disruptive R&D platforms. HCL draws on extensive experience and expertise in strategy, implementation and product support across the industry's R&D value chain to provide unique transformation solutions comprising:

- **Data Integration as a Service Platform (DlaaS):** To facilitate the onboarding of Contract Research Organizations (CROs) and the exchange of operational and patient data between sponsors and CROs according to sponsors
- **Risk-Based Monitoring Solution:** (rHorizon) To optimize site monitoring through Knowledge Process outsourcing (KPO)
- **Drug Safety Utility Platform (DSUP):** A cloud-based solution for externalized clinical Adverse Event (AE) case intake and processing as well as safety and spontaneous AE reporting.
- **CDISC Conversion Platform:** A metadata-driven cloud-based platform for the conversion of clinical trial data to any company or industry specified format (SDTM, ADaM, BRIDG).
- **Platform as a service:** A cloud-based multi-tenant integrated technology platform for biopharmaceutical drug development, offered as an industry solution with a broad set of clinical, safety and regulatory applications, and scalable computing, storage, database and analytical capabilities.
- **Global Clinical Data Monitoring (GCDM):** This comprehensive solution allows companies to rethink their

traditional data monitoring processes and redefine the way they conduct clinical trials, thus achieving new levels of efficiency and productivity.

**COMMERCIAL INSIGHT FOR LIFE SCIENCES:** HCL is collaborating with leading pharma and biotech companies, product vendors and partners to develop consulting frameworks, reference architectures and data models that enable end-to-end transformation of the commercial organization in the pharma industry. It can be divided into three components namely Commercial Analytics, Commercial Operations and Commercial IT.

- **Commercial Analytics** enables Pharma to be agile, efficient and customer centric by providing holistic and data driven Stakeholder Analytics coupled with engagement design platforms. This will enable to build a more targeted and better customer engagement services as well as design better patient experiences leading to more successful launches, higher sales for in-market account teams and improved patient engagement for better outcomes at reduced costs!
- **Commercial Operations:** HCL's Commercial Business Services propositions offer end-to-end solution suites from successful launch to revitalization of mature brands by optimizing businesses, improving and virtualizing processes, and bringing in innovative technology, virtualization & automation effectively.
- **Commercial IT:** As part of HCL's traditional strength and expertise, we bring you experts well versed on the latest IT platforms and architectures, Sales & Marketing systems, CRM including the Cloud, Mobility, Social Media and Data Analytics utilizing our large pool of technical resources worldwide.

**MANUFACTURING AND SUPPLY CHAIN:** HCL provides software solutions for improving operational efficiency and for managing regulatory compliance in production environments. HCL under this category, provides Serialization, Demand Dashboard, Risk Based Validation and Track & Trace Solution.

**REGULATORY AFFAIRS AND COMPLIANCE:** HCL's Office of Regulatory Affairs and Compliance includes industry leaders who have an excellent understanding of GxP requirements for the entire pharmaceutical product life cycle. Its Life Sciences Quality Management System (LSQMS) based solution is integral to every engagement in the pharmaceutical domain.

**PHARMACOVIGILANCE:** HCL's PV practice provides an array of services ranging from PV system implementation, upgrade, support and validation to domain-intensive functional services such Adverse event collection and case processing, Monitoring and aggregate reporting through a dedicated PV call center setup.

**LAB INFORMATICS SOLUTIONS:** HCL's Lab informatics solution aids in cycle-time improvements, resource allocation, workload monitoring and data accuracy. It assists towards paperless laboratory, successful applications and data migration across platforms, Lab Data Analytics and Lab Data & Application Validation Service. It includes for Laboratory Technology Infrastructure Setup solution, Business Strategy solution, Laboratory Informatics Strategy solution, Data Migration solution, Data Warehousing solution, Lab Informatics Implementation solution, Laboratory Process Improvement solution, Data Migration Integrating and Reporting (DMIR) framework based solution and Lab Information Management System (LabIMS) solution.

**PATIENT SUPPORT PROGRAMS (PSP):** These programs aim to enhance the quality of life of patients with chronic diseases, by increasing therapy adherence – through diet planning, lifestyle modifications, drug compliance, regular monitoring and frequent physician consultations.

## HEALTHCARE

**POPULATION HEALTH MANAGEMENT (PHM):** HCL's PHM solution helps to control the increasing healthcare costs by helping payers and providers to tackle the evolving value based reimbursement scenarios and enabling them to deliver efficient and effective care across the continuum.

**CONNECTED DIGITAL HEALTHCARE :** HCL's Connected Healthcare solution connects patients, surgeons and staff, provider facility and pharmaceutical or medical devices companies together to drive engagement, productivity and operation efficiencies leading to better health outcomes. It provides relevant information anytime anywhere, while complying with all industry and government regulations. The platform also assimilates devices data leveraging the concepts of IoT.

**EXPERIENCE LEAD CAMPAIGN MANAGEMENT FOR PAYERS :** HCL's experience lead campaign management solution provides payers a unique platform to keep member at the center stage of all business function. The platform built on Adobe AEM and Salesforce.com CRM helps in member retention, member acquisition and member clinical intervention in an integrated and cohesive way.

**BPM SURROUND FOR PAYER :** HCL's BPM surround brings the different payer organization's disjointed application together in one common platform. The platform enables disparate data sources to come to one common data platform helping payers to take data-driven decisions and adaptive analytics. Based on the concept of Data Lake, BPM surround provides faster access to meaningful insights.

**ANALYTICS BASED MEMBER EXPERIENCE MANAGEMENT:** A 360 degree analytical approach to promote member engagement and ensure member centricity.

**FRAUD, WASTE AND ABUSE MANAGEMENT:** Rule based solutions to avoid pay and chase scenarios.

**CARE MONITOR:** Enabling a reduction in the 30-day patient readmission rates through regular post-discharge follow-ups on medication, health check and appointments.

**ICD TRANSFORMATION:** Services and tools around ICD 09 – ICD 10 transition that ensure continued alignment and consistency with principles of financial and benefit neutrality

**LEGACY TRANSFORMATION:** Address challenges related to the maintenance of legacy systems with comprehensive services including re-hosting, migration and modernization.

**SOCIAL MEDIA ANALYTICS:** Leverage HCL's expertise to optimize your social media strategy, execute social campaigns and generate insights through social listening and analytics.

## SERVICE LINES

- **DIGITAL SYSTEM INTEGRATION (DSI™).** From our systems integration approach to digitalization, we enable technology-led business process transformation for our clients. We help them be "reborn digitally" by transforming their application landscapes to a future-ready infrastructure with a single view of data across the enterprise. DSI powers organization to take a proactive approach in healthcare delivery, thereby addressing the redefined demand through deeper collaboration, single view of data, analytics, empowered patients and smarter connected devices. DSI helps organizations deal with conundrum of efficiency while increasing scale.
- **HCL'S ALT ASM™ Framework for the Life Sciences and Healthcare sector.** Maintaining your existing IT systems even while investing in new solutions can be quite challenging, requiring well planned processes. Our ALT ASM™ framework—our alternative view on ASM—has" been instrumental in substantially reducing customers' cost of operations by up to 30%, and increasing their productivity. The framework adopts what we call a "proactive obsolescence" approach which provides incremental value beyond the traditional ASM contract and unlocks a large amount of working capital from our clients' ASM spend. This unlocked capital can then be re-invested in newer patient care technologies and the necessary migration from legacy applications. Our ALT ASM™ is helping organizations achieve their target of maximizing revenues and minimizing spends.
- **MOBILITY** – Enterprise wide 'mobility' strategy is a business imperative for pharmaceutical companies to improve customer delight and capture market share because the customers are accessing health data through digital channels. In response to this need, HCL's Mobility practice has developed a series of robust, scalable and user-friendly mobile applications on multiple platforms like Blackberry, Apple and Android. It has created market-based assets to reduce cost of servicing customers, improve market share, perform customer acquisition & retention tasks and enhance quality of service.



## HCL LIFE SCIENCES & HEALTHCARE

HCL is a leading provider of Life Sciences and Healthcare Business and Technology services. We are the chosen service provider for enabling new growth drivers for our clients, providing them with industry leading best practices, taking care of their compliance needs and ensuring goldstandard process cycle times. Our clientele includes seven of the top ten global pharmaceutical companies, seven of the top ten medical devices companies, six of the top ten health plans, three of the top five CRO's and two of the top three data providers. Equipped with certified technology experts and domain specialists, HCL offers services in critical areas of the life sciences and healthcare eco system such as drug discovery, clinical development, drug safety, regulatory compliance, manufacturing and plant automation, commercial, Healthcare analytics, Population Health Management [PHM], mHealth, member experience management [MEM], fraud, waste and abuse management [FWA].

Let's connect:



Please feel free to write to us at [contact.lsh@hcl.com](mailto:contact.lsh@hcl.com)

## ABOUT HCL

### ABOUT HCL TECHNOLOGIES

HCL Technologies is a leading global IT services company working with clients in the areas that impact and redefine the core of their businesses. Since its emergence on the global landscape, and after its IPO in 1999, HCL has focused on 'transformational outsourcing', underlined by innovation and value creation, offering an integrated portfolio of services including software-led IT solutions, remote infrastructure management, engineering and R&D services and business services. HCL leverages its extensive global offshore infrastructure and network of offices in 31 countries to provide holistic, multi-service delivery in key industry verticals including Financial Services, Manufacturing, Consumer Services, Public Services and Life Sciences & Healthcare. HCL takes pride in its philosophy of 'Employees First, Customers Second' which empowers its 95,000 transformers to create real value for customers.

HCL Technologies, along with its subsidiaries, had consolidated revenues of US\$ 5.5 billion, for the Financial Year ended as on 30th September 2014 (on LTM basis). For more information, please visit [www.hcltech.com](http://www.hcltech.com)

### ABOUT HCL ENTERPRISE

HCL is a \$6.5 billion leading global technology and IT enterprise comprising two companies listed in India – HCL Technologies and HCL Infosystems. Founded in 1976, HCL is one of India's original IT garage start-ups. A pioneer of modern computing, HCL is a global transformational enterprise today. Its range of offerings includes product engineering, custom & package applications, BPO, IT infrastructure services, IT hardware, systems integration, and distribution of information and communications technology (ICT) products across a wide range of focused industry verticals. The HCL team consists of over 100,000 professionals of diverse nationalities, who operate from 31 countries including over 505 points of presence in India. HCL has partnerships with several leading global 1000 firms, including leading IT and technology firms. For more information, please visit [www.hcl.com](http://www.hcl.com)

## NOTES

[Contact.lsh@hcl.com](mailto:Contact.lsh@hcl.com)



**Hello there! I am an Ideapreneur.** I believe that sustainable business outcomes are driven by relationships nurtured through values like trust, transparency and flexibility. I respect the contract, but believe in going beyond through collaboration, applied innovation and new generation partnership models that put your interest above everything else. Right now 95,000 Ideapreneurs are in a Relationship Beyond the Contract™ with 500 customers in 31 countries. **How can I help you?**

*Relationship*™  
BEYOND THE CONTRACT

**HCL**