

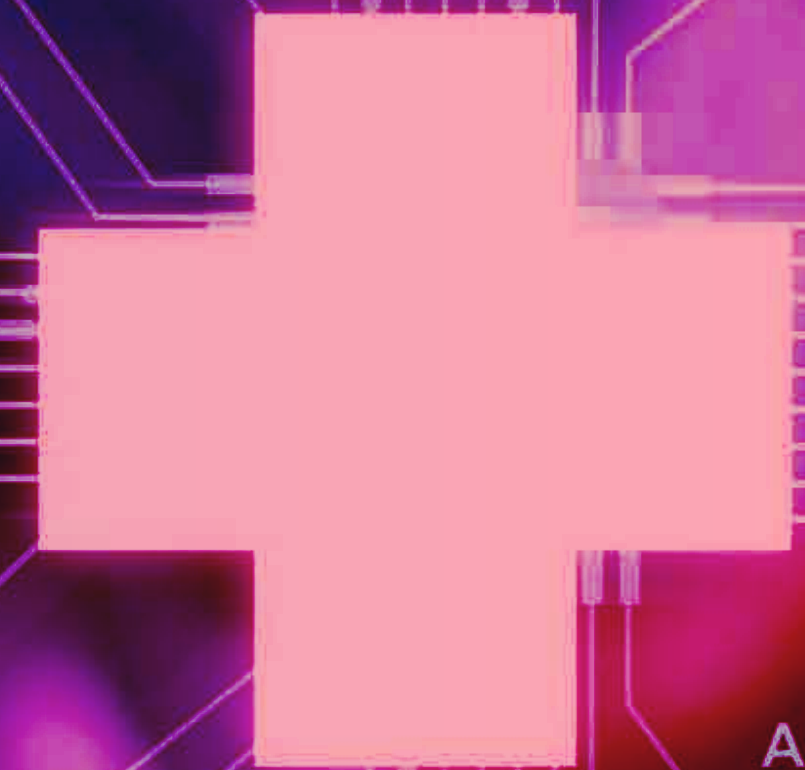
FIS

# THE EXPERTS' GUIDE TO DIGITAL TRANSFORMATION

HEALTHCARE EDITION

AI

Tap the brightest minds in technology  
for deeper insights on digitization



**CONTENTS**



## **WHY OPERATIONS LEADERS NEED TRANSFORMATION EXPERTS**

As a senior healthcare executive managing a skilled team, you know how to keep your organization running smoothly.

But who do you turn to when you face obstacles to long-term growth? If you're looking to drive innovation and transform your operations from the ground up, you need deep expertise in digitization.

At FIS®, we understand how technology can overcome challenges. We've brought together the knowledge and toolsets from our own experts to help you digitally transform and achieve your strategic goals.

**63%**

**of healthcare providers want to streamline their tech stacks**

*Medical Economics:  
Solving Health Care's Financial Burden Amid Economic Uncertainty, 2023*

## ENGAGE AND KEEP CUSTOMERS

Consumer expectations and competition are making engagement and retention a priority for healthcare organizations. Providing more digital ways for customers to pay is essential.

70%

of consumers are interested in a unified digital platform for managing medical bills

*PYMNTS: The Digital Platform Promise - How Patients Want to Streamline Healthcare Payments, 2023*

## INNOVATE YOUR LOYALTY PROGRAM



Hear **Mladen Vladic**, FIS loyalty operations expert, and **Daniel Keyes**, Senior Analyst of Merchant Services, Javelin Strategy & Research, discuss the loyalty landscape and why having a unique loyalty program is crucial for organizations today.

## AUTOMATE AND ACCELERATE

With digital payment processes, healthcare organizations can collect payments in the currency and payment method of each customer's choice and facilitate faster, easier access to products and services.

### Speed up and simplify payouts

#### FIS Push to Account and Push to Card

Make same- or next-day payments from a single system to accounts or cards in hundreds of countries, for low, pre-agreed fees and no hidden charges.

[Learn more](#)

### Streamline payments distribution and money management

#### FIS Prepaid Solutions

Offer a safe, secure and affordable alternative to cash and checks, and a companion to credit and debit solutions.

[Learn more](#)

### Take prepaid to a new level

#### FIS Filtered Spend as a Service

Meet consumer demand for flexible spending with a prepaid card program that defines and controls card spend for specific eligible items.

[Learn more](#)

### Manage customer communications

#### FIS Touch-CX

Engage customers across every channel with centralized, cost-effective customer communication platform.

[Learn more](#)

### Enhance the card experience

#### FIS CardPro

Get the card materials, customization and fulfillment options for an affordable, efficient, print-on-demand solution.

[Learn more](#)

## BOOST ACCURACY AND INSIGHT

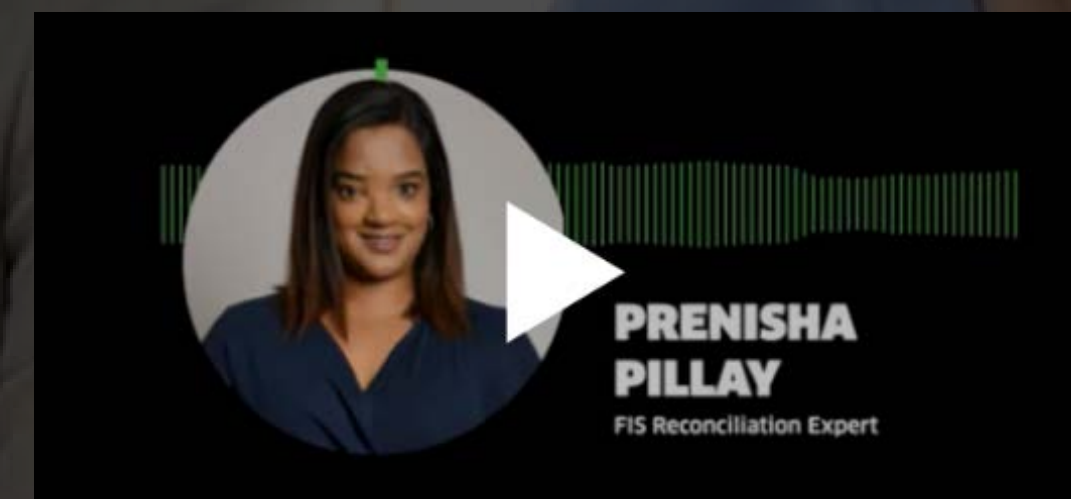
Reporting requirements for healthcare organizations are comprehensive. As these requirements increase, a centralized, standardized and automated approach supports data integrity.

90%

of large healthcare organizations have an AI and automation strategy

*Statista: Awareness and Adoption of Healthcare Automation Worldwide 2019-2020, 2021*

### HOW TO BUILD A COMPLETE FRAMEWORK FOR DATA INTEGRITY



Hear **Prenisha Pillay**, FIS reconciliation expert describe the key technology components that organizations need for total confidence in the accuracy of their data.

## **STANDARDIZE AND ADVANCE**

Data is also critical to understanding your customers and personalizing their experience. Data driven by AI-supported tools offers healthcare organizations a better view into their customers' needs, preferences and behavior.

### **Reconciliation reinvented**

#### **FIS Data Integrity Manager**

Harness automation and AI to optimize efficiency. Track your reconciliation inventory, define and demonstrate control and employ machine learning to accelerate reconciliation tasks.

[Learn more](#)

### **Personalize your interactions**

#### **FIS Customer Communications Solutions**

Get a real-time, AI-powered view of customers and engage them across every channel with consistent, cost-effective communications in the formats they prefer.

[Learn more](#)

## BALANCE INNOVATION AND RISK

Changing regulations, the shift to consumer driven healthcare and increased competition from nontraditional players make healthcare a complex business. Your organization needs a simpler way to manage risks involved in cash flows and operations.

**\$10.93**  
million

The average cost of a healthcare breach

*Chief Healthcare Executive: Average Cost of Healthcare Data Breach Rises to Nearly \$11M, 2023*

### THE BENEFITS OF DIGITIZED CASH FLOWS

**By digitizing and automating repeatable payment processes, you will not only improve cash flow but also rapidly reduce administrative overhead and make more cost-effective use of your team's talents.**

Rupert French, FIS payments expert



# STREAMLINE AND CONTROL

Digitization is the answer. But the technology must offer protection from cybercrime and fraud while easing compliance with industry regulations. The stakes are too high otherwise.

## Manage complex risks

### FIS Treasury and Risk Manager

From currency hedging and interest rate derivatives to risk scenarios, fulfill all of your risk management needs, control and monitor real-time risks and run risk reports.

[Learn more](#)

## Crack down on fraud

### FIS Payment Hub

Create standardized workflows and controls for corporate payments to help slash fraud and errors, and consolidate bank communication flows to strengthen security.

[Learn more](#)

## TARGET COSTS AND LOSSES

As rising prices and increased regulations continue to stretch budgets, healthcare organizations are under pressure to minimize overhead, capital costs and operational losses.

25%

Digital solutions can reduce healthcare costs by up to 25% while improving patient outcomes

*McKinsey & Company: Vital Signs - The Growing Impact of Digital Health Innovation, 2021*

## SAVING COSTS AND IMPROVING AGILITY IN THE CLOUD



Hear FIS cloud and managed services expert **Tara Winters** discuss real-world examples of how organizations are using the cloud to both drive down costs and support growth.

## **DIGITIZE AND OPTIMIZE**

Digital technology and managed services help healthcare companies minimize expenditure on resource-draining manual processes and hardware.

### **Simplify bank connectivity**

#### **FIS Swift Services**

Through a secure managed cloud-based solution and bank communications channel, take care of all the administrative and compliance requirements of connecting to banks.

[Learn more](#)

### **Turn AP costs into revenue**

#### **FIS Integrated Payables**

Execute AP payments globally through a single online portal to mitigate fraud risks, reduce costs and earn revenue share on qualifying electronic and card payments.

[Learn more](#)

## OPERATE SMARTER AND FASTER

With digital operations, healthcare organizations are in a stronger position to make faster, more informed business decisions, deliver smoother-running services and scale for growth.

50%

of payers' IT capital budgets are spent on technology innovation

*McKinsey & Company: Digital is Reshaping US Health Insurance - Winners are Moving Fast, 2019*

### WHY CORPORATE TREASURIES SHOULD CONNECT WITH APIS



Watch FIS enterprise payments expert **Rijuta Jain** explain the advantages of APIs for managing corporate payments and how to outpace competitors as an early API adopter.

## **CONNECT AND CONSOLIDATE**

Highly automated, seamlessly integrated and well-consolidated systems mean less need for manual tasks, fewer vendors and solutions to manage, greater stability and decreased risk, as well as costs.

### **Improve visibility and control**

#### **FIS Treasury and Risk Manager**

Bring together disparate data sources and information into a single, customizable desktop for a one-touch, real-time snapshot of global risk and liquidity positions, plus sophisticated scenario analysis.

[Learn more](#)

### **Digitize the credit-to-cash cycle**

#### **FIS GETPAID**

With artificial intelligence, workflow and collaboration tools, fully automate your AR process and create a foundation for continuous improvement in working capital and cash flow.

[Learn more](#)

### **Reduce operational complexities**

#### **FIS Lockbox Processing**

Get a consistent view of your cash position with this end-to-end, scalable payments and receivables management solution.

[Learn more](#)

## DIGITAL TRANSFORMATION

# ENLIST OUR EXPERT SUPPORT

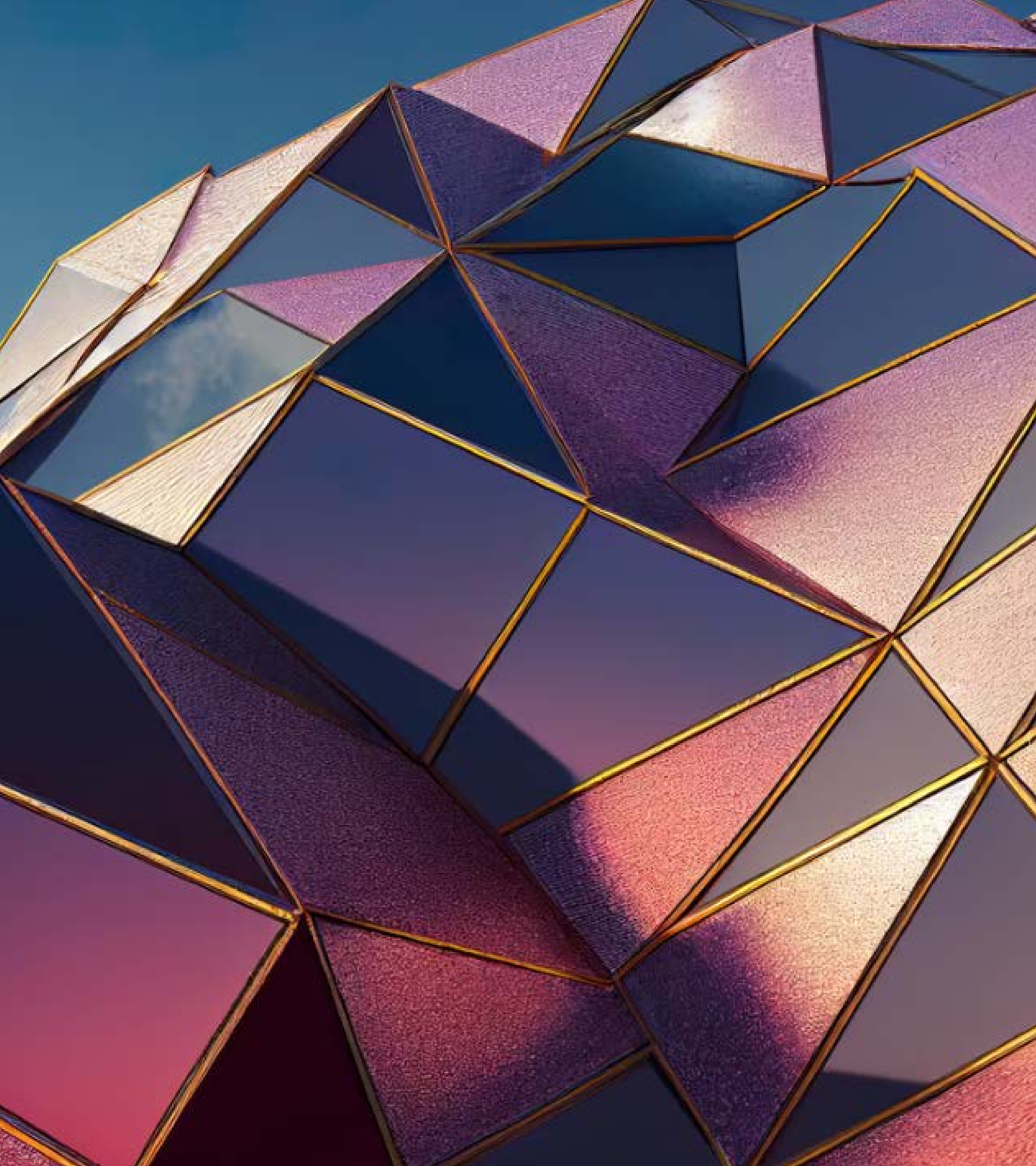
With our ecosystem of technology and services for the healthcare life cycle, FIS is the experts' expert. Your operational challenges are our challenges to solve, and we can partner with you to continually drive your business forward.

By transforming your technology to today's digital standard, we'll help you prepare for the demands of tomorrow – and give you and your customers full, lasting protection.

## GET FINTECH FOR HEALTHCARE INNOVATION

[Learn more](#)





## About FIS

FIS is a leading provider of technology solutions for financial institutions and businesses of all sizes and across any industry globally. We enable the movement of commerce by unlocking the financial technology that powers the world's economy. Our employees are dedicated to advancing the way the world pays, banks and invests through our trusted innovation, system performance and flexible architecture. We help our clients use technology in innovative ways to solve business-critical challenges and deliver superior experiences for their customers. Headquartered in Jacksonville, Florida, FIS is a member of the Fortune 500® and the Standard & Poor's 500® Index.

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