

HEALTHCARE AND LIFE SCIENCES



**HUMAN AMPLIFICATION IN
THE ENTERPRISE**



THE DIGITAL TRANSFORMATION JOURNEY

A majority of enterprises in the Healthcare and Life Sciences sector (72%) are undergoing full-cycle digital transformation. 23% are transforming partially or in pockets and 5% are not currently transforming but will do so in the near future. The respondents who say their organizations are transforming indicate that the following AI-supported activities play a significant role in their digital transformation:

Machine learning	77%
Robotic automation	61%
Institutionalization of enterprise knowledge using AI	59%
Cognitive AI-led processes or tasks	50%
Automated predictive analytics	47%

According to the respondents, the top three digital transformation goals of their organizations are to build an innovation culture (65%), build a mobile enterprise (63%) and become more agile and customer-centric (58%).

“It will benefit society to maintain an open mind about how decision-makers in healthcare organizations can work alongside AI and selectively rely on it to inform and improve care. As an early leader in adopting the technology, it may help dispel the prejudices and myths surrounding AI and build basic awareness and education among working professionals in the medical field and beyond. The industry also needs to establish ethical standards and obligations for the organization as well as metrics to assess the performance of AI systems. As people displaced from their current roles by automation are being retrained and reskilled to perform new ones, redirecting a significant section of that talent to operate and manage the ethics charge will prove beneficial. Finally, practitioners must allow an adequate period of time for any issues in the system to surface. This period of time is based upon many factors including the maturity of the organization and the complexity of the technologies being deployed. These measures will go a long way in ensuring that AI fulfills its promise to transform healthcare delivery not just efficiently, but also purposefully.”

TRANSFORMATION PRIORITIES



Almost half the respondents indicate that their organizations' first priority for automation initiatives is to automate processes. The main reasons for this are to increase productivity (83%), ensure consistency and quality (68%), save time (48%), reduce costs (40%) and to minimize manual errors (40%).

Of the various applications of AI that Healthcare and Life Sciences sector senior level employees want to adopt in the next 12 months, the respondents indicate:

- 73%** want AI to process complex structured and unstructured data and to automate insights-led decisions
- 72%** want AI to provide human-like recommendations for automated customer support/advice
- 16%** want to use AI to create a decision-making system in which machine learning allows the system to learn from humans and improve itself
- 9%** want to use AI to institutionalize enterprise knowledge

To become more innovative, 75% of the respondents need opportunities to learn new skills, 72% need freedom from having to perform mundane tasks, 67% need more avenues for experimentation, and 45% need exposure to new, breakthrough technology.

74% of the respondents from the Healthcare and Life Sciences enterprises indicate that employee lifelong learning programs are extremely important to their organizations. Of the reasons for why lifelong learning programs are important, 70% say it improves their ability to fit into new roles and jobs, 18% say it improves their productivity and 7% say it prevents skills loss when employees with highly specialized skills retire or switch jobs.

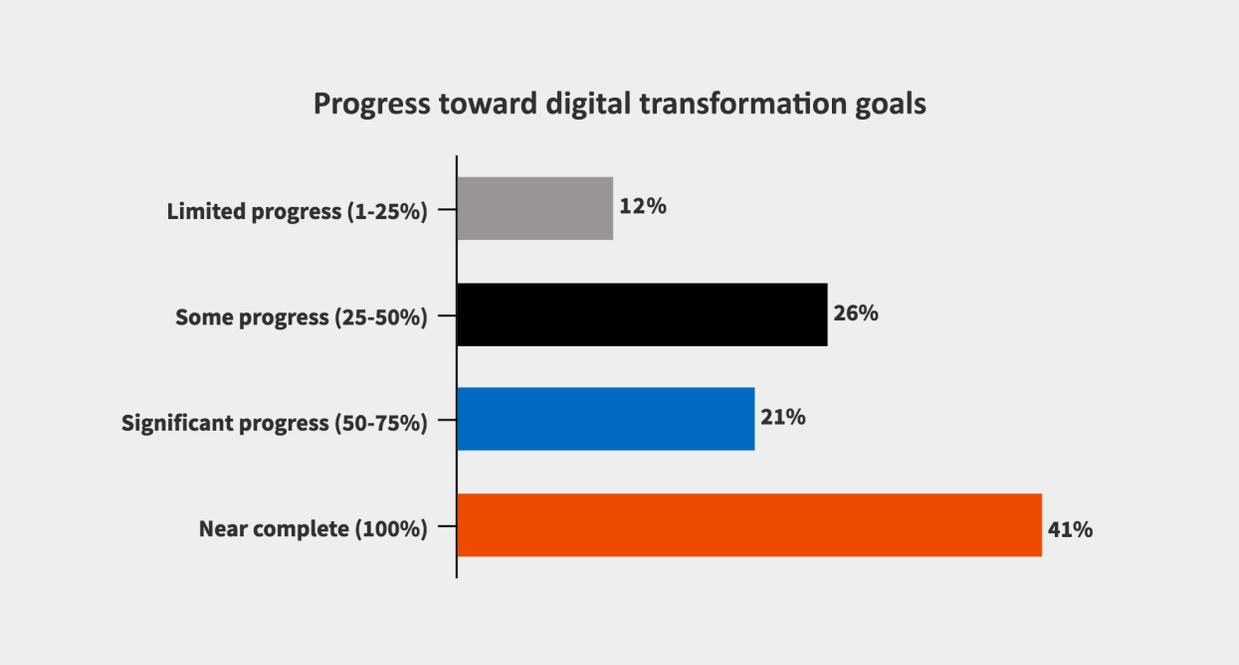
TRANSFORMATION CHALLENGES

Even though a majority of enterprises in the Healthcare and Life Sciences sector are undergoing digital transformation, few have fully accomplished their stated goals. The respondents indicate that only 41% of the enterprises have accomplished their digital transformation goals, 21% have made significant progress, 26% have made some progress and 12% have made limited progress.

The main reasons listed for why these digital transformation goals are difficult to achieve are lack of time (64%), lack of collaboration amongst teams (63%) and lack of data-led insights on demand (61%).

When IT professionals were specifically asked about difficulties in achieving their enterprises' full-cycle digital transformation, they highlight the entrenched resistance to change within the organization (75%), time constraints (72%) and IT misalignment (69%).

When asked about the challenges of adopting more AI-supported activities as a component of their digital transformation initiative, 78% of the respondents indicate lack of financial resources, 78% state lack of in-house knowledge and skills around the technology and 66% say there's lack of clarity regarding the value proposition of AI.



ABOUT INFOSYS



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SCOPE OF RESEARCH/METHODOLOGY

Infosys commissioned LEWIS Research to undertake the research upon which this report is based. 1,070 IT and business decision-makers were interviewed between 27th March and 18th April 2017. All are from organizations of more than 1,000 employees, with \$500 million or more annual revenue and from a range of sectors, in the United States. The majority of interviews were conducted using online interviewing with a small number of follow-up telephone in-depth interviews. All were undertaken using a rigorous multilevel screening process to ensure that only suitable candidates were given the opportunity to participate. Unless otherwise indicated, the results discussed are based on the total sample. The overall margin of error is +/- 2.91% at a 95% confidence interval.



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