

Improving citizen engagement and outcomes

Health and human services organizations are in the midst of transformation. Having navigated the complexities of the Affordable Care Act, they need to address the increasing demand for health and social programs. Massive amounts of data makes security critical but presents the opportunity for actionable insights. Persistent cost pressures require them to become more efficient. Strategic partners and smarter technology can help HHS organizations manage this transformation. As part of IBM® Watson™ Health, IBM Social Program Management provides health and human services agencies with technology and solutions for more holistic and evidence-based care approaches that span clinical, genomic, behavioral, environmental and social contexts.

Infosys Public Services—Helping HHS organizations refocus on their core mission

Infosys Public Services is a leader in business consulting, technology solutions and next-generation services. Infosys Public Services partners with health and human services organizations to help them stay ahead of the innovation curve. Infosys Public Services' solutions, combined with execution excellence and proven best practices, enable clients to renew themselves while also building new capabilities to improve care, outcomes and costs.

Building the future of health and human services technology

Currently, HHS organizations are witnessing rapid changes that have forced them to reassess and modernize their current systems as well as develop new business and technology capabilities. Challenges include aging redundant systems and administrative complexity, ineffective outcomes and increased burden on taxpayers. Infosys Public Services' HHS solutions help organizations address these challenges and comply with evolving mandates, improve citizen engagement, generate insights for actionable decisions and optimize operations and costs.





IBM Watson Health and Infosys Public Services — collaborating for client success

IBM Social Programs Software enables cities and governments to provide a single view of benefits and services available across agencies, levels of government and private and not-for-profit organizations. The social industry platform includes processes to deliver all types of programs and offers the flexibility to quickly update them as policy makers react to different economic times. The platform also helps government and providers focus on lowering overall program costs by ensuring that the benefits and services provided address core issues and that people become more self-sufficient.

Infosys Public Services, IBM Watson Health Gold Level Business Partner for Health and Social Programs, completes the Social Program Management platform by providing other components: interfaces, batch, notice systems, OCM, infrastructure and advisory services. Infosys Public Services can integrate Social Program Management as the core eligibility and case management platform with other tools and technology (both Infosys IP and others) to provide the most complete and workable solution for our clients.

Infosys Public Services has earned the Premier Level partner status with IBM as a result of deep commitment and expertise to deliver solutions by using IBM Social Program's impressive technology product stack. Infosys Public Services won two IBM awards in 2013: the IBM Choice Award in the Top Business Partner Growth Markets category and the IBM Smarter Commerce Award.

Feature Case Study

Infosys Public Services helped the District of Columbia develop its Health Insurance Marketplace, the DC Health Link. Infosys Public Services helped modernize the legacy eligibility system and additional federal and local health and social programs. Infosys Public Services will leverage the foundational capabilities developed in 2013 to enable the District's agencies to collaborate with their constituents to achieve sustainable health and social benefit outcomes.

For more information

To learn more about IBM Watson Health solutions and Infosys Public Services offerings, including our approaches to health and social programs, please contact your IBM representative, IBM Business Partner, Infosys Public Services (www.infosyspublicservices.com), or visit: ibm.com/watsonhealth.

