Digital member engagement for healthcare providers

Creating compelling digital user experiences, improving outcomes & building trust

What members expect
In the current digital age, members expect secure, seamless and highly engaging user experiences in the marketplace. Customer identity management is the front door to patients’ experience where they expect:
• Secure access to their healthcare plan, claims & coverages
• Integration with their wearable devices
• Control over privacy & information sharing settings
• Seamless experiences across multiple channels

Why Customer Identity

Self Service Capabilities
Privacy & Content Mgmt
IOT Device Mgmt
Unified Cross Channel Experience
Leading Edge Security
User Managed Access

22% of incidents in Healthcare in 2017 are attributed to exploitation of consumer technology
81% of payer executives say their company is investing in consumer technology to improve member experience

$200 is estimated cost of major breach per patient record. Consumers are concerned about providing personal data for identity

ForgeRock and PwC – Impact Driven CIAM
ForgeRock Identity Platform combines digital identities and their devices in a single profile, enabling organizations to verify who users are and what they can access. PwC’s ForgeRock IAM practitioners have experience with Healthcare Provider industries and can guide organizations through their digital transformations.

Seamless Omni-Channel Experiences
• Identities can be authenticated & authorized across Web, Mobile and IVR channels

Protect Healthcare Data with Leading Edge Security
• Highly flexible Advanced Auth capabilities such as: Multi-Factor Authentication, Risk Based Authentication & Passwordless Authentication

Build Trusted Relationships with Privacy & Consent
• Provides a host of Consent Management, Terms & Conditions tracking and User Managed Access (UMA) enforcement Capabilities

Highly Scalable Solution
• ForgeRock Digital Identity Solution can scale on-premises & in the cloud to support millions of customers

PwC – Global ForgeRock Footprint
• IAM Implementations delivered to 78% of Fortune 500 companies
• 100+ ForgeRock enabled PwC professionals available globally

PwC ForgeRock Accelerators Library in Development
• ForgeRock Rapid Deployment and Configuration using Ansible
• ForgeRock Instant Deployment using Containers
• SiteMinder Migration Toolkit

(1) PwC Global State of Security Survey 2018, (2) PwC Health Research Institute, (3) PwC Health Research Institute analysis findings
Digital member engagement
PwC & ForgeRock

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The PwC | ForgeRock Alliance

ForgeRock + PwC = making the difference together

“高可扩展性
适应数以百万计的数字身份

收入产生
轻松访问安全的应用程序，客户可以购买产品和服

模块化 & 开放
一个集成的平台，旨在处理复杂性，并构建一个广泛的合作伙伴技术生态系统

开发人员友好
共同的API和代码，使开发者的

“我们一直收到ForgeRock团队的卓越客户服务和响应。团队非常活跃，积极参与，定期与当前部署、战略方向和问题解决联系。实施的简易性、标准化和持续性的新能力的提供。ForgeRock Identity Live Summit的年度活动也是一个好处。”

- 服务领导，医疗保健

“PwC的网络安全和隐私团队将网络安全视为帮助建立
组织内部的信任，并为客户提供安全的环境，这
涉及连接相关方，同时从安全的角度

- ALM Intelligence, 2018年9月

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