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Powering healthcare and life sciences with digital adoption

Digital technology has the promise and power to transform business. Delivering deeper, wider and more effective digital adoption for your industry.

Introduction

In every sector we serve, digital technology has the promise and power to transform business.

Better employee experiences.

Happier, more productive people.

**Smarter,** more efficient operations.

Our customers know this.

And they invest heavily in software capable of transforming their businesses, the working lives of their people and the daily lives of their customers. WalkMe helps organizations realize the value of these technology investments, leveraging data across the full landscape to ensure the tech is being used to its full potential and there's no wastage.

We exist to help our customers realize the full, transformative power of their technology.

By giving all the people who use that technology the opportunity to get the most out of it.

This means that they learn to love the technology at their fingertips, and use it fluently to realize the full power of digital for themselves, for the businesses they work for, and for the customers they serve.
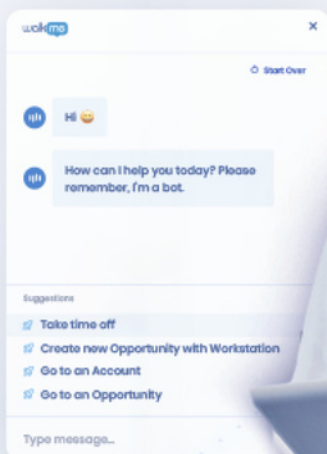
Technology can transform the lives of customers and employees.
If you let it.

Slick, fully-digital disruptors are continuously emerging across the industry, as seen in banking and financial services. The pressure on established retail banks, investment banks, financial services companies, insurers, and other sectors is steadily growing. These disruptors are reshaping traditional business models and challenging the status quo.

The response?
Major investment in new software to enable greater agility and facilitate customer and employee-friendly experiences.
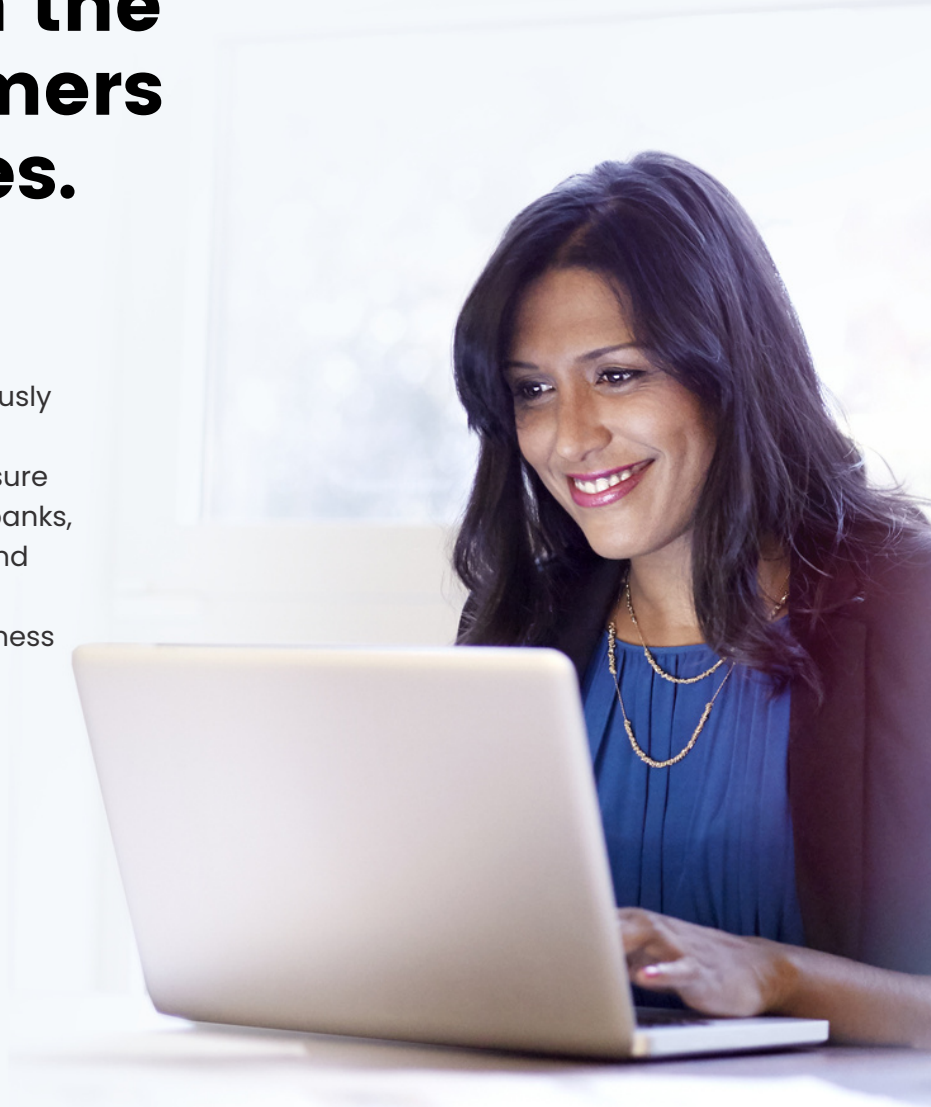
The problem

In every sector we serve, digital technology and applications have the promise and power to transform business. However, this can only happen when the people it's designed to assist actually interact and adopt them into their working practices. This is what WalkMe enables, organisation-wide human adoption to help turbo-charge sustained business transformation.

Better employee experiences.

Happier, more productive people.

Smarter, more efficient operations.

Employees learn to love the technology at their fingertips, and use it fluently to realize the full power of digital for themselves, for the businesses they work for, and for the customers they serve.

Digital can deliver better healthcare to more people – when it's used to its full potential.

The ambition of life science companies and healthcare providers is to bring the benefits of remarkable science and human compassion to more people in more places.

For companies that invent and market medicines – and for the healthcare systems that administer them – digital technology is the key to moving faster, to reaching more people and to making a bigger difference in the world.

The problem

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What are the barriers to digital adoption in healthcare and life sciences?

New software is deployed in extremely complex contexts. In life sciences the regulatory journey is risky and complicated. In healthcare, layers of legacy technology and vast, often exhausted, workforces make digital adoption a significant challenge.

Complex layers of legacy technology.

Large healthcare organizations have experienced successive waves of digitization reaching back decades. The user experience (and the patient experience) often feels disjointed.

The rush to digital.

The COVID-19 pandemic made the move to digital health services an urgent necessity. Healthcare workers and managers are navigating sudden and major changes to the way they work. New technology puts fresh demands on a stretched workforce

A dispersed workforce.

The pandemic accelerated a trend towards decentralized (often home) working. This, combined with high staff turnover common to many technology firms, makes rapid onboarding and software education business-critical. But engaging a workforce that is spread across time zones and speaks different languages can be complicated and expensive.

Intricate regulations and risk.

In the heavily regulated life science environment moving away from tried and trusted systems feels risky. As drugs journey from discovery to trial, individuals and teams can be reluctant to adopt new software - despite its promise to streamline processes.

What is the power of WalkMe in healthcare and life sciences?

Connect the old to the new.

WalkMe's clear, human-friendly overlays help people to move quickly and easily between pre-existing and new software applications. That leads to more thorough and efficient process completion.

Accelerate research, discovery and testing.

By guiding your people through new and existing software WalkMe ensures that your technology delivers on its promise of streamlining research and development, and getting drugs to testing and beyond, faster.

Manage intricate supply chains.

A fully digitized supply chain allows for more streamlined research, development and testing. WalkMe's carefully targeted support means your people can master the technology that puts them in full control of your supply chain.

Delivering better healthcare for all.

With technology woven into the fabric of life, digital adoption can change lives. WalkMe guidance overlays make digital healthcare solutions more accessible to more people. So as well as relieving strain on the healthcare providers, investing in digital adoption can improve health for thousands.

WalkMe's code-free platform means more of your people - and patients - can get more from digital technology, speeding up R&D and improving outcomes for all.

CHRISTUS Health.

Christus Health is a Catholic, not-for-profit system made up of more than 600 health centers, including long-term care facilities, community hospitals, walk-in clinics, and health ministries. We are a community 45,000 strong, with over 15,000 physicians providing individualized care.

The Challenge

Effective digital adoption for busy professionals

With 45,000 associates, including 15,000 physicians, at Christus Health internationally, effective communication and process training are constant challenges. Nurses are often too busy with patient care to undergo training, making in-the-flow-of-work training essential. Inadequate application usage in healthcare can have life-or-death consequences for patients, while billing errors lead to financial losses. Traditional training methods were found ineffective, prompting the need for a more impactful digital adoption solution.

The Solution

In-app guidance delivered at the time of need

WalkMe's real-time, in-app guidance has transformed learning at Christus Health. By seamlessly overlaying existing applications, it delivers intuitive resources like Smart Walk-Thrus and SmartTips when healthcare professionals need them, eliminating the need for separate training time. Implemented on multiple platforms, WalkMe also identifies and addresses errors in real-time, benefiting operational efficiency and financial performance. This innovative solution has revolutionized Christus Health's learning landscape, enabling proactive learning during software rollouts and updates.

The Outcome

"WalkMe has changed our learning landscape. In the past, we've always had to be more reactive in the way we approach learning. Now, we can actually roll out the learning alongside the system or the new products."

- Tobias Washington, Director, Learning Experience, Design and Technology

$1M per month in improved payment outcomes

200-300 fewer support calls per month

50% reduction in classroom training time

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Digital Adoption Platform