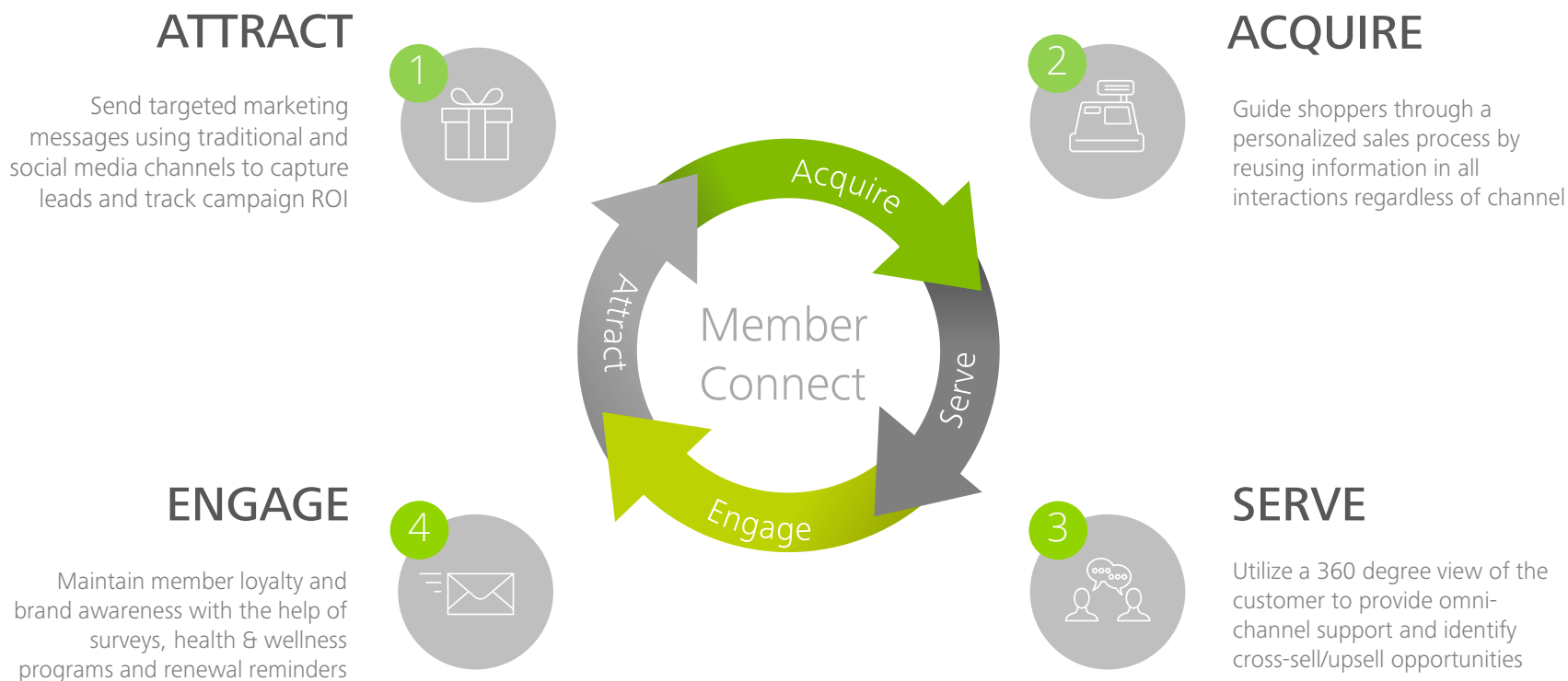


# Member Connect Deloitte Digital Healthcare Solution

Market forces and new entrants are challenging Health Plans to improve how they attract, acquire, serve and engage customers. Increasing expectations require plans to utilize new tools, technologies and approaches to provide an excellent customer experience. Member Connect is a solution, drawing from Deloitte's deep sector knowledge and experience, that is designed to *provide the foundation for accelerating health plans customer engagement capabilities.*



Member Connect is an engagement solution built on the Salesforce platform and developed using industry leading practices designed to increase retention rates, reduce operational costs and improve net promoter scores. MuleSoft provides the API connectivity architected as part of Member Connect which enables the solution to connect and seamlessly exchange data with other systems.



# Member Connect Benefits



## Cloud Enabled

A highly scalable and efficient service and sales cloud solution – with no hardware or software to manage.



## Integrated Practices

Our knowledge, plus lessons learned, based on years of deep sector experience in enterprise healthcare.



## Integrated Technologies

A more efficient and nimble technology integration, with platform consistency across all systems.



## Operating Cost

A lower cost of operations with technology-enabled business processes that improve functionality.



## Streamlined Communications

An improved member experience via multi-channel communication with one-view agent access.



## Increased Engagement

Incentivizing, loyalty-driving member connections to wearable devices, apps, self-service tools, remote care, and other devices.

To learn more, please contact a member of the solution team or visit [www.deloitte.com/us/mulesoft](http://www.deloitte.com/us/mulesoft).

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