



Core Industry Solutions
Refocus your industry view

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From health care, to insurance, to banking, the technology needs of any business are distinct. Our Core Industry Solutions team provides industry leaders who know the relevant technologies that can create transformational change. We leverage operations transformation insights and the technologies to enable them, including:

- Calling on industry leaders who know which technologies can create transformational change and how they can do it
- Working closely with our client's front-end and back-end teams to cover the full value chain
- Turning our understanding of a client's needs into a set of solutions that can lead to dramatically and sustainably improved organizational operations

Core Industry Solutions is focused on dramatic and sustainable operational improvement using industry specific solutions and technologies.

Our capabilities



Digital Banking Solutions

Focuses on transforming how financial institutions operate across the banking and capital markets industry, enabled by our strategic relationships with the leading vertical platform players in the market



Insurance Core Systems Transformation

Improves insurance administrative and operational capabilities through the implementation and operation of technologies enabling claims, billing, and policy administration



Emerging Industry Solutions

Provides the most personalized solutions to each industry sector, while continuing to evolve the best way to engage with all industry sectors to identify current and emerging industry vertical solutions for those sectors



Digital CARE

Leverages electronic health records and revenue cycle systems to improve care delivery, quality, and patient engagement with solutions spanning from strategy to implementation to operational transformation and workflow redesign, systems integration, application management services, and large-scale program management



ConvergeHEALTH Solutions

Empowers organizations to make insight-driven decisions using the ConvergeHEALTH suite of life sciences software products and health care software, creating a constant stream of data flow, without barriers from the individual patient back to all stakeholders, to enable the best possible care

Our case studies



Optimizing and modernizing care management

A client was seeking support to understand evolving market needs and competitor dynamics as it looked to rationalize, optimize, and modernize its care management and patient engagement products and capabilities. The client was particularly interested in understanding how the role of the provider in care management would change and how patient engagement would evolve as care delivery changes. Deloitte CIS helped define the care management market and customer needs for the client as well as conducted a comprehensive assessment of current and future market trends, capabilities, and competitive positioning at the product category and segment level.

Deloitte CIS developed several deep-dive analyses on critical products including patient engagement, case management, disease management, and wellness, as well as developed market analysis needed for care management services across traditional and nontraditional segments. Deloitte succeeded in performing holistic assessments on care management and patient engagement, while still focusing on key trends and factors.



Building digital capabilities for banks

A large US banking client has been focused on a larger agricultural business, which led to deficiencies in its digital services and increased competition in the lower end segment. Deloitte was brought in to conduct workshops to identify pain points across the digital capability matrix. Through interviewing direct customers to understand their digital banking needs, Deloitte's CIS team identified four unique customer personas and developed a personalized customer journey map, which consisted of incorporating functionality needs and technical implementation complexities to mapped projects.

Deloitte performed an in-depth current-state evaluation of the digital platform and identified more than 1,100 pain points, which then led to the creation of 33 new projects. These projects were prioritized by business and technology levels to create a three-year digital strategy roadmap that would guide the banking client to better digital services for their buyers.

Meet the team



Timothy Smith

Core Industry Solutions
Offering Leader
timsmith@deloitte.com
+1.612.282.1708



Stephanie Newkirchen

Digital CARE
snewkirchen@deloitte.com
+1.404.631.2742



Joe Cody

Digital Banking
Solutions
jcody@deloitte.com
+1.612.659.2630



Jasmeet Gill

Insurance Core
Systems Transformation
jagill@deloitte.com
+1.312.486.3799



Brett Davis

ConvergeHEALTH
Solutions
brettdavis@deloitte.com
+1.215.405.7682



Josh Nelson

Emerging Industry
Solutions
jnelson@deloitte.com
+1.312.486.4297

Deloitte.

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