

Deloitte.



Converge™

Shaping and delivering the future faster

December 2021



The future is accelerating. Can you shape it before it shapes you?



The world is being reshaped and redefined by convergence.

The lines between traditional industries, competitors and collaborators, customers and suppliers, and even human and artificial intelligence are increasingly blurred. Technologies such as AI, cloud, social, and mobile are creating new and complex market dynamics.

Consumer expectations are shifting, and the regulatory landscape is growing more complex. Trust, sustainability, equity, and purpose are critical currencies.

To survive and thrive in this complex world, companies in every industry are putting technology at the heart of every part of the business, effectively becoming technology companies themselves. Organizations need a partner who can be there for every step of the journey. A partner who can deliver the future today with confidence and speed. A generative provider focused on achieving business outcomes, creating and sustaining deep, durable relationships and co-innovating with technology to deliver solutions built for outcomes and purpose.¹

Deloitte created Converge™ for this moment.



¹ Tech providers 2025: The generative future of high-tech providers (gartner.com). Gartner®, The Ways Generative Providers Think and Work, Mark McDonald August 11, 2021. Gartner is a registered trademark and service mark of Gartner, Inc. and/or its affiliates in the U.S. and internationally and is used herein with permission. All rights reserved.

What is Converge™ by Deloitte?

Converge by Deloitte is committed to creating the next generation of digital and data platforms that shapes and transforms industries ethically and responsibly. We do this by combining Deloitte's breadth and depth of advise and implement and operate services, enterprise- quality Converge software, and a curated ecosystem of data and technology partners to enable us to be a multi-year collaborator with you, our client.

This means you can count on Converge by Deloitte to not only provide world-class technology and services, but also a relentless focus on delivering outcomes that prepare you for the future. We also recognize that transformation is not a one-time thing. In fact, it's a continuous journey, due to the dynamic pace of change. You can also count on us to be your continuous innovation partner, given our commitment to sustained investment in Converge's platforms, as well as incorporating new innovations from our ecosystem partners into how we deliver value and outcomes.

“ In a complicated, and increasingly difficult to navigate health care environment, patient-centric services are critical to ensure patients that need our therapeutics are supported in their individual journeys. That is why we selected the ConvergeHEALTH Connect™ patient platform to help us meet the complex and varied needs of our patients. This is core to our unwavering mission to serve patients.”

*Leading multinational biopharmaceutical company
Vice President
US Value & Access*

Purpose-driven innovation

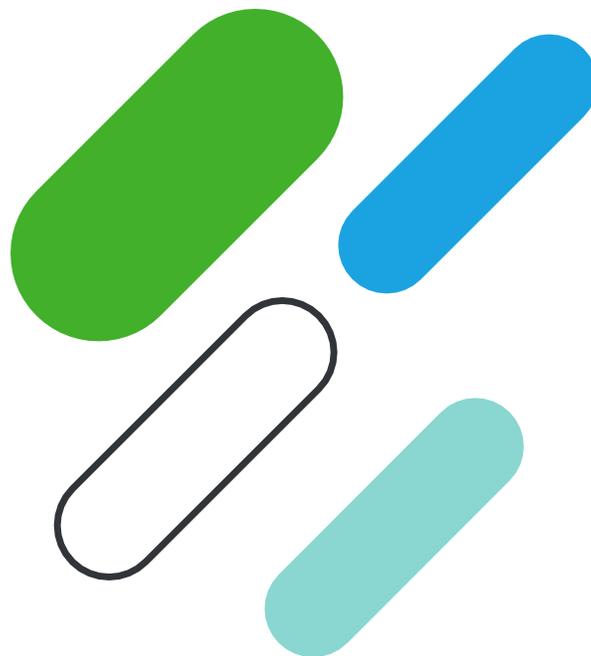
Purpose is defined where we focus our investments and energy. We believe that the digital and data-driven shifts occurring across every industry have the chance to empower individuals and put them at the center of everything if done ethically and responsibly and elevate the human experience. We also believe these transformations can address health, wealth, and access inequities across society.

This vision for the future is what drives us.

This shift toward human centricity has profound business model implications for all industries but especially the health care, financial services, and consumer sectors.

That is why Converge™ by Deloitte is focused on supporting the future of health, financial services, and the consumer through ConvergeHEALTH™, ConvergePROSPERITY™ and ConvergeCONSUMER™.

We are building solutions with our ecosystem partners that are transforming drug discovery, enabling personalized patient experiences, delivering innovative new digital banking experiences and products, and helping all industries create personalized experiences to acquire, grow, and retain customers on the basis of trust.



There is also a real convergence happening across the traditionally defined consumer, health care and financial services sectors, and Converge platforms that were built for one industry to help enable a paradigm shift can also transform other sectors. For example, ConvergeCONSUMER platforms that enable a retailer to personalize a consumer experience can be leveraged by a health care provider to personalize and improve the patient experience. Or a financial services organization could expand its set of services to not only provide digitally enabled financial services products to its customers, but also health and wellness services via ConvergeHEALTH to deliver a more complete "health meets wealth" value proposition for its customers.

So, what does this all mean for you?



Client-centric and outcomes-focused

At all times, Converge™ is focused on building a lasting relationship with you and keeping outcomes at the center of everything we deliver as part of a truly collaborative relationship.



Continuous innovation

Along with our network of alliance partners, you can expect us to continuously invest in our platforms and solutions to stay ahead of the curve and incorporate the latest innovations into the solutions we deliver.



Reduced complexity and increased accountability

We have built a curated ecosystem of data and technology partners that aligns to the challenges we are solving with you in order to reduce complexity and increase our accountability to get to the outcome.



A multi-year commitment

We combine the agility of a well-funded start-up with the client-centricity, breadth, depth and global reach of Deloitte – and we'll be there for you for the entire journey.

How do we know the Converge way works?

The Converge approach has been proven to work in one of the most demanding, fast-changing, and highly regulated industries: **life science and health care**. Since 2014, ConvergeHEALTH™ as combined our own enterprise-class technology solutions, deep industry experience, and novel collaboration models to connect patients, providers, researchers, and payors to help make value-based, personalized health care a reality.

ConvergeHEALTH platforms are live in 22 countries, helping millions of patients benefit from our ability to accelerate drug development, understand patient outcomes, devise personalized treatment plans, automate safety reporting, and help move the industry toward a more fully integrated digital health system.

“ AWS Data Exchange provides a secure and cloud-native channel to exchange data at scale, with cloud-based solutions like ConvergeHEALTH Miner™ supporting the analytical needs for data analysts, academic researchers, and data scientists in the medical community. We're delighted to be working with Deloitte on AWS Data Exchange to help life sciences and health care organizations establish their strategies around the new data-driven collaborations and business models, while also helping data publishers with the engineering tasks needed to package, aggregate, and anonymize their data for collaboration.

”
Stephen Orban
General Manager
AWS Data Exchange,
Amazon Web Services, Inc.

Case study: Transforming evidence generation for biopharmaceutical innovation

A leading global biopharmaceutical innovator partnered with Deloitte to reimagine and reinvent how it generated evidence across the entire drug discovery, development, and commercialization value chain. As trusted collaborators we helped them not only design an end-to-end evidence strategy, but also realize this desired outcome by implementing the ConvergeHEALTH Miner™ platform to meet their unique organizational and scientific needs. Just as importantly, we brought Deloitte's ecosystem of cloud, data, patient advocacy, and health care relationships into their ecosystem in an ethical and responsible way.

This enabled them to achieve greater visibility into data assets within and external to their organization, enhanced and accelerated analyses, improved governance and security of sensitive patient data sets, and drove greater collaboration throughout the organization and with external scientific collaborators. Our platform is enabling them to significantly shorten their development and approval timelines and ultimately better tailor therapies to deliver a more personalized and value-based approach for patients.



Converge™



Start the conversation

Visit www.deloitte.com/us/converge for more information

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