

Charting A New Course

The Next Technology Normal for Healthcare



2020 will be remembered as a year of significant change. The global pandemic disrupted industry, economy, and lives in many ways. And, at the center of the pandemic is the healthcare industry caring for people across the globe.

The role of technology in healthcare changed quickly and dramatically from the start of the pandemic to present. Case in point, “... in April, nearly half (**43.5%**) of Medicare primary care visits were provided through telehealth compared with less than one percent (**0.1%**) in February before the PHE,” according to a July 2020 U.S. Department of Health & Human Services report. Telehealth skyrocketed creating new technology demands for healthcare providers and systems.

Technology demand is and will remain high as healthcare providers seek new modes for care delivery. As they innovate, organizations need to find a balance that not only delivers as many tech-driven benefits to their workforce and patients as possible, but also eliminates asset and service chaos and the potential for bad investments and bloated expense. The opportunity for maintaining financial control as technology demand grows is high.

As the technology demand and adoption grows, how will you maximize the impact of your tech management spend?



Healthcare Tech Management Challenges & Opportunities

Even the most conservative companies are facing the reality that they have to change to survive – and technology can positively contribute to change. Pre-pandemic research conducted by AOTMP®, found that 66% of organizations believe technology will play a significant role in organizations' business transformation strategy, while 22% believe technology will play a moderate role. Current conditions suggest that reliance on technology to transform business is and will continue to be high – especially in healthcare.

Automation, enablement, and engagement are three common opportunity targets when considering the role technology plays in business transformation. Today, the healthcare industry must meet care demands while addressing physical distancing requirements. Technology bridges the gap.

66%

Significant Role

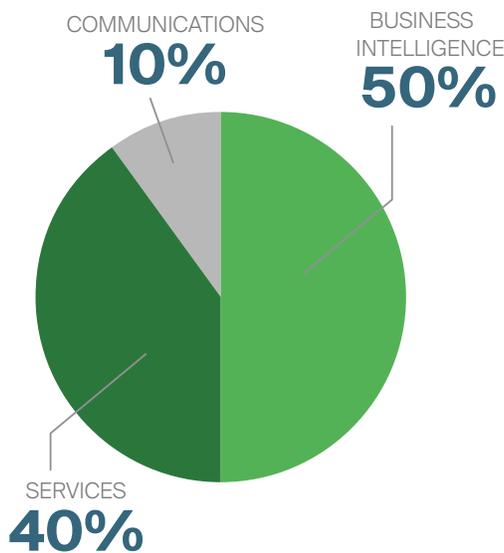
22%

Moderate Role

12%

Minor or NO role

According to AOTMP® research, business intelligence is 50% of the predicted value stream for IoT



Mobile devices and IoT monitoring driving change

Use cases that involve smartphones, tablets, and handhelds in healthcare settings are growing. Telehealth primary care visits as cited previously are prominent. Healthcare providers and patients use apps on connected devices to conduct visits and providers are deploying more devices to meet the demand. Technology, including contact tracing applications and mobile devices, have also become tools in fighting the pandemic by being able to ID symptoms, monitor patient status, and analyzing health data to help professionals design prescriptive treatments rather than reactive ones.

Healthcare organizations are also deploying millions of IoT devices to analyze and communicate patient data in the cloud (whether at a facility or not), perform self-maintenance tasks based on automated device detection/communication capabilities, and to provide additional observation capabilities to elderly and high-risk patients at all times – all of which maximize the chances of a successful, long-term outcome for patients.



Healthcare industry growth trajectory, pace of change

Pandemic aside, healthcare is a growing industry. According to the U.S. Bureau of Labor Statistics Occupational Outlook Handbook, “Employment in healthcare occupations is projected to grow 15 percent from 2019 to 2029, much faster than the average for all occupations, adding about 2.4 million new jobs.” As the industry grows, the volume of mobile devices and IoT endpoints will grow. This growth, coupled with the pace of change spurred by the pandemic, increases technology management challenges.

5G is poised to play a significant role in the evolution of mobile device and IoT connectivity as well. Higher service speeds and lower latency also expands connectivity options for augmented reality and virtual reality healthcare applications.

Financial control is the main challenge to mitigate when considering technology management for 5G, mobile devices, and IoT endpoints. What is the technology strategy? What are the services and assets? What vendors provide them? How much do they cost? How will the technology be monitored? What purpose do they serve? Who is using them? Are they cost-effective? These are some of the things that need to be understood in order to gain and maintain financial control. Lose visibility into any of these factors that contribute to financial control, and the business benefits gained by the technology might be negated by the financial risk created.

42% of organizations report inventory/data accuracy as their primary expense management challenge.

AOTMP® research



Mitigate risk, master control

As the healthcare industry adopts new – and more – mobile and IoT endpoints, financial control is challenged by the pace of change. Financial control requires expertise and software to drive results – and it all starts with a technology lifecycle management strategy. Establishing control across the lifecycle (procure-to-decommission) of the technology, increases financial control and reduces risk.

Mastering control requires understanding details of the technology assets and services in the environment. Surprisingly, technology asset and service inventory providing the necessary understanding to master control is the main challenge organizations encounter today.

The right expertise and the right software can reverse inventory and data accuracy challenges. How? By getting it right the first time and establishing a technology expense management lifecycle practice that remains nimble as technology evolves.

The root cause of many inventory problems can be traced back to the original business requirements. Over time, gaps between requirements and capabilities widen as requirements evolve. When this occurs, all hopes of management agility vanish.



About Tangoe®

Tangoe helps nearly half of the Fortune 500 work smarter, save money, and be confident by managing and paying their enterprise technology expenses and mobility services.

Our customers count on us to pay their bills, process their orders, manage their inventory, and find them savings for their global telecom, mobile, and cloud environments. We provide a complete solution through a unified customer experience that offers the best products and capabilities, powered by cutting edge technology and the top people and expertise in the industry. Tangoe's 1,400 technology, product, and service delivery experts, fueled by an innovative automation framework, deliver comprehensive expense management and advanced auditing for telecom, seamless MMS program management for mobile, and expert expense management and advanced usage and optimization for cloud. With Tangoe, customers have everything needed to confidently manage assets, roll out new programs, and improve the bottom line. To learn more about Tangoe, visit tangoe.com, or visit Tangoe on [Twitter](#), [LinkedIn](#), and [Instagram](#).

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About AOTMP®

AOTMP®, the Association of Telecom, Mobility, and IT Management Professionals, is a membership organization focused on advancing technical, financial, and operational management practices. Dedicated to leading the industry into the future, AOTMP® helps businesses, public sector organizations, and service providers through solutions based on the patented Efficiency First® framework - a set of best practices and principles that promote operational excellence, financial accountability, technical integrity, and business results. AOTMP® members practice and adopt Framework principles to drive performance improvement, productivity gains, and cost optimization while continuously strengthening business-service provider relationship value. For nearly two decades, AOTMP® has used analytics to synthesize global data and information gathered from thousands of telecom, mobility, and IT environments and professionals into insights that elevate performance. The Efficiency First® Framework is the foundation for resources available to association members and customers worldwide including AOTMP® University, Certifications, Events, Memberships, and Advisory Services.

