Mastek Partners with Innovaccer to Transform Value-Based Care and Improve the Patient Experience

By utilizing advanced customer experience (CX) solutions and analytics, Mastek will enhance its healthcare service offerings and deliver substantial value through a value-based care model.

Mumbai, India, 21st October, 2024: Mastek (NSE: MASTEK; BSE: 523704), a trusted digital engineering and cloud transformation partner, is pleased to announce its strategic partnership with Innovaccer, a leading healthcare AI company to drive better outcomes at lower costs and meet contracted performance targets. This collaboration will help recalibrate Mastek's extensive healthcare focus by integrating Innovaccer's expertise in data, customer experience, AI, and analytics, enhancing service offerings, and delivering significant impact through a focused value-based care model.

With healthcare as a key strategic focus, Mastek and Innovaccer aim to deliver holistic solutions to healthcare organizations. This partnership will enable healthcare organizations to provide best-in-class patient/consumer experiences, improve health outcomes, and improve the overall quality of care, all while ensuring affordability for patients.

Innovaccer's AI-powered Health Experience Platform (HXP) unifies data from diverse sources, including electronic health records (EHRs), customer relationship management (CRM) systems, and enterprise data warehouses (EDWs). By integrating this platform with Mastek's Healthcloud capabilities, healthcare organizations will gain access to predictive and actionable insights, helping them enhance decision-making and patient outcomes. Omnichannel communication, marketing intelligence, and propensity scoring organizations will significantly enhance patient engagement across multiple touchpoints, delivering a more personalized and efficient healthcare experience.

Raman Sapra, President & Chief Growth Officer at Mastek said, "*Mastek's partnership with Innovaccer's best in class platforms across Value based care analytics and Digital experience center solidifies our commitment to driving better care outcomes as well as experience for patients/members. Our combined capabilities of Platform based services will deliver multitude of improvements in patient experience, omni channel communications as well as achieve greater affordability and efficiency across plan partners, customers, and members.*"

The partnership offers several key benefits for healthcare organizations:

- **Healthcare AI Platform:** This suite of AI-powered applications will help automate trivial tasks, analyze clinical data, deliver insights, and ease data accessibility.
- **Data Integration/APIs for Interoperability:** Advanced CX and analytics capabilities will help centralize data from diverse sources on a secure healthcare platform, streamlining document and record exchange through data modules and APIs for enhanced interoperability.
- **Population Health Management:** Accelerate value-based care transformation by improving clinical, financial, operational, and experiential outcomes with advanced analytics and workflows.
- **Risk Adjustment and Care Management:** Leveraging data-driven insights and AI-powered risk analytics will help customers identify gaps and format information from structured and

unstructured data, providing a comprehensive 360-degree view to improve patient interactions and outcomes.
- **Patient Experience**: Enterprise CRM will empower its healthcare clients to attract new consumers and guide patients throughout their entire care journey.
- **Seamless Integration and Digital Transformation:** Mastek's expertise in digital engineering, cloud transformation, and healthcare IT integration will ensure smooth implementation of Innovaccer's solutions into existing healthcare ecosystems. This will also empower healthcare organizations to rapidly modernize their IT infrastructure, optimize workflows, and leverage advanced technologies while maintaining focus on core healthcare delivery.

"*We're excited to partner with Mastek to bring our AI-powered Healthcare Experience Platform to a wider audience,*" said **Abhinav Shashank, co-founder and CEO of Innovaccer**. "*This collaboration aligns perfectly with our mission to accelerate care innovation and empower healthcare organizations with scalable, modern applications to help them focus on what truly matters: delivering high-quality care. By combining Mastek's digital engineering expertise with our advanced healthcare technology, we're set to deliver personalized, connected, and convenient healthcare experiences that will not only improve patient outcomes but also drive growth and efficiency for healthcare providers. Together, we're taking a significant step towards realizing our vision of a more intelligent, patient-centric healthcare ecosystem.*"

About Mastek

Mastek is an enterprise digital and cloud transformation partner that engineers excellence for customers in industries such as healthcare and life sciences, retail and consumer, manufacturing, financial services, and the public sector, across 40 countries, including the UK, US, Europe, the Middle East, and Asia Pacific. Mastek helps enterprises decomplexify digital and delivers business outcomes with trust, value, and velocity across the spectrum of services including digital experience and engineering, cloud implementations, data, automation and AI, and cloud managed services. Mastek recently launched its GenAI enabled portfolio iConniX that offers over 120 AI assets, 4 AI platforms, and solution blueprints tailored to meet industry specific business use cases. A preferred Oracle, Salesforce, Microsoft, AWS, and Snowflake partner, Mastek has 5000+ employees and delivers right-fit solutions to both medium businesses and global Fortune 1000 clients.

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About Innovaccer

Innovaccer is the data platform that accelerates care innovation through innovative AI technologies. Innovaccer's AI-powered healthcare platform unifies patient data across systems and care settings, and empowers healthcare organizations with scalable, modern applications that improve clinical, financial, operational, and experiential outcomes. Innovaccer's EHR-agnostic solutions have been deployed across more than 1,600 hospitals and clinics in the US, enabling care delivery transformation for more than 96,000 clinicians, and helping providers work collaboratively with payers and life sciences companies. Innovaccer has helped its customers unify health records for more than 54 million people and generate over $1.5 billion in cumulative cost savings. The Innovaccer platform is an industry-leading data and

analytics platform, the Best in KLAS CRM solution, and the #1 rated population health technology platform by Black Book. For more information, please visit innovaccer.com.

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