The Imperative Facing Every Tech Leader
Agility + Efficiency + Compliance

Ruby Raley,
rraley@axway.com
Axway
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Agenda
- How did we get here?
- Can we sustain this pace?
- Building a better future
How do we get here?

22 Years of Programs. Many, if not all, Compliance Programs
It’s not just me.

Many thought leaders see the problem, too

Tech Debt is gating every decision

As CEOs demand the creation of superb customer experiences and CFOs demand real-time data and CMOs demand end-to-end visibility and CROs demand instantaneous mobile data analytics for global sales orgs, **CIOs have been plagued by a sweat-inducing nightmare in which they’re unable to address any of those essential initiatives because the vast majority of their IT budgets are devoured by “keeping the lights on.”**

Many companies have spent the past decade burning through 75% or 80% or even **85% of their IT budgets for internal operations and maintenance**, leaving precious little for CIOs to allocate for those hair-on-fire external imperatives. CIO, meet pink slip.
Your Tech Stack is a Melting Iceberg

Tech-debt principal accounts for up to 40% of IT costs (Tech-debt principal is a proportion of the total costs)

10M to 15M medical devices in US Hospitals
Avg 10 to 15 connected medical devices / bed

50+ Partners
5+ Platforms
5+ Countries, States, etc.
5+ Business Models

Unprecedented risk due to Cyberattacks, Supply Chain Disruption, Employee Churn

Increasing Regulatory Pressure to use Open APIs for data sharing and price transparency

- Enterprises have hundreds of applications
- Growing >20% YoY
- >40% of these applications in the cloud

Massachusetts Health Data Consortium
Can we sustain this pace?

- How many compliance projects are running now?
- How secure is your infrastructure? Have you done enough?
- What is your project backlog?
- How many priority requests for programs from your Exec Leadership team?
- Are you waiting for the vendor to deliver functionality?
- How fast can you upgrade your critical platforms?
- Are your medical devices on current OS, patches?
- Are you getting value from ‘legacy’ apps or is the cost of migration prohibitive?
- Does your staff have the right skill sets for current and future projects?
- What are you saying ‘no’ to?
- Does your board grimace when you are on the agenda?
Building a Better Future

- Start with Agility
- Use Efficiency to fund change
- Think beyond compliance projects
Transformation Requires Agility and Efficiency

- Clear the Portfolio to provide the financial headroom to invest in your tech landscape
- Embrace Self-Service and Automation to deliver improved experiences at reduced cost

**Efficiency**
- Repurpose what is well adapted to your business
- Renew. Modernize key systems to speed value delivery, reduce risk and cost
- Focus on resource competencies. Rely on providers to manage solutions

**Agility**
- Step away from brittle point-to-point integrations
- Enable Low code through APIs
- Adopt API-First to deliver long lasting value
- Open ecosystems & marketplaces safely

Define the MVP. Measure results. Accelerate adoption
Customer Service Pressures Scream for Automation

- Multiple Digital Channels
- High Expectations
- Digital Natives
- Third Party Intermediaries

Customer Service
Digital Service = Empowerment and Convenience

What do Customers, Developers expect from our portals?

Instead of exceeding customer expectations in the hope to mitigate customer loyalty loss, organizations must reduce the effort customers need to put in to solve their problems quickly and easily.

Clear Need for
• Empowerment
• Low Effort Experiences
• Fast completion of tasks

Take Action by
• Automating approval processes
• Delivering self-service experiences for developers
• Communicating process status messages proactively
Improving Agility

- Recycle APIs. 5 or 3?

1. Design First Thinking powers a positive approach
   - Outside in builds better experiences
   - Planning for change reduces need to refactor

2. APIs power project agility
   - Black boxing isolates the impact of change
   - Versioning provides migration flexibility
   - Enables use of low code tools
Composable Ecosystem and Composable Compliance

- Regulatory Compliance can **and** will transform Healthcare Platforms

**The Future will be Powered by APIs:**
- Prior Auth (Required by IR)
- Payer Coverage Decision Support (IR Rule)
- Formulary and Drug Pricing (IR Rule)

- Provider Directory (Required by IR)
- Price/Contract (Machine Readable)
- HSA Savings Balance (API enabled)

**In 2025,**
- Providers will be integrated with FHIR APIs. Will you continue to use EDI?
- Will patients make informed choices using FHIR APIs? Who is your consumer?
- Will your patient/member portal be a competitive advantage?
- Will you use insights from publicly available prices?
Powering Healthcare Transformation

Healthcare Portals need self service and compliance

Healthcare organizations should

- Register/Authenticate new users and developers programmatically
  - Use OpenID connect and OAuth
- Orchestrate complex authentication and consent processes
  - Meld human and machine processes with APIs
- Capture change records when
  - provisioning services
  - delivering consumer health records to others

Healthcare organizations must also

- Manage the cost of compliance
  - Treat APIs as a product, design for change
  - Encourage reuse
- Navigate change effectively
  - Create building blocks to enable agile response to regulatory programs coming online over time
  - Use self-service and automation to minimize resource costs
  - Deliver brilliant experiences to thrive in the market
Build a Better Future

Efficiency powers a flywheel that delivers the agility to truly transform

The CIO Imperative:

Compliance AND
Agility AND
Efficiency

Compliance
- Role & Context
- Identity & Access Mgmt
- Metrics & Insights
- Consent & Provenance

Agility
- Low Code
- API-First
- DevOps
- Process Automation

Efficiency
- Integrate Platforms
- Wrap Apps with APIs
- Reuse to Reduce costs
- Deliver Self-Service
Thank you!

Ruby Raley
rraley@axway.com
https://www.linkedin.com/in/ruby-raley-807305
Sources