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GPS211

AWS Partners driving innovation amidst COVID-19

Oxana K. Pickeral, PhD, MBA

Global Segment Leader, Healthcare & Life Sciences

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Resilience (***noun***)

1. The capacity to recover quickly from difficulties; toughness.

Oxford Languages



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Healthcare & Life Sciences



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AWS HCLS Partners have rapidly responded to the pandemic with a full range of solutions

illumina®

SARS-Cov-2 NGS Data Toolkit helps researchers detect viral sequences, study COVID-19 host responses, and share their findings to public databases

Cerner®

Provided COVID-19 data set to researchers to support epidemiological studies, clinical trials, and medical treatments

ClearDATA®

Provides HIPAA-compliant environment, enabling Everlywell to offer at-home tests for COVID-19

hc1®

Delivered a CV19 Command Center to systematically coordinate testing and deliver health insights to protect Arizona LTC staff and residents

DXC.technology

Deployed a case management solution to manage enquiries from NHS bodies and other associated organizations regarding medical supply chain issues related to COVID-19

hc1 provides CV19 Command Center

- Sonora Quest Laboratories (SQL), the leader in diagnostic laboratory testing in Arizona, was selected to provide COVID-19 testing for all 147 LTC facilities

- hc1 CV19 Command Center gave SQL a comprehensive solution to determine hot spots and advanced analytics that support effective testing of those most in need

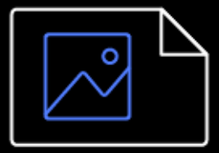
“Our long-term care facilities are the most vulnerable when exposed to COVID-19. The hc1 CV19 Command Center is instrumental to manage and respond to the testing we provide for this population.”

David Dexter
President & CEO
Sonora Quest Laboratories

An accelerated need for remote engagement has unlocked digital innovation across HCLS



Telemedicine



Core clinical workloads



Interoperability



Clinical trial transformation

Cerner

Epic

CHANGE HEALTHCARE

4G CLINICAL

HUMA

GE Healthcare

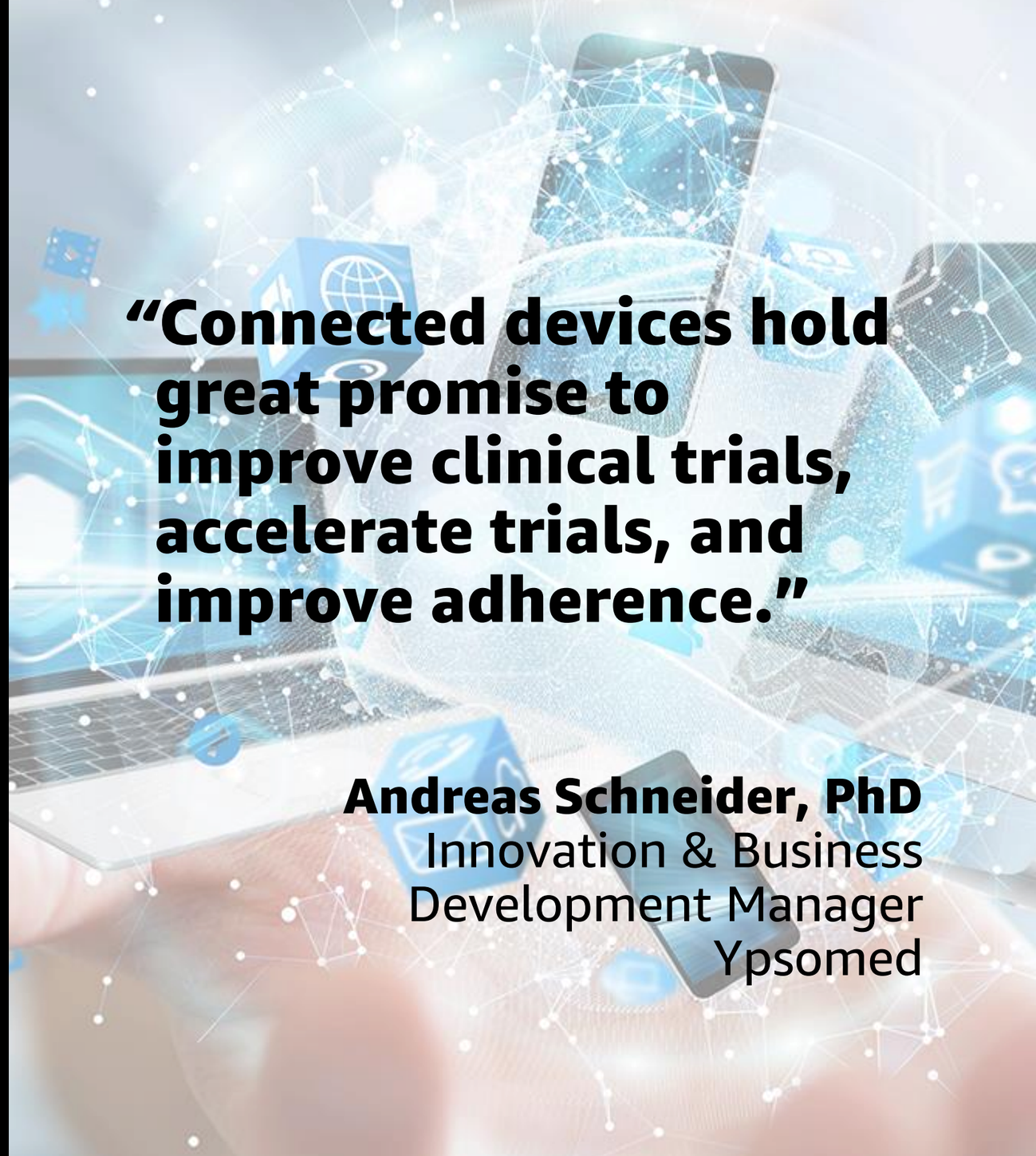
REDOX

DEEP 6 AI

PHILIPS

Ypsomed utilizes Philips HSDP for medication adherence

- Ypsomed Delivery Systems sought to create a digital solution that CROs could use to monitor medication adherence in clinical trials
- Ypsomed built its Connected Drug Delivery Solution, a solution for medication adherence monitoring and smart device management for clinical trials, using Philips HealthSuite digital platform (HSDP), built on AWS, and as a result, reduced time to market by 2 years



“Connected devices hold great promise to improve clinical trials, accelerate trials, and improve adherence.”

Andreas Schneider, PhD
Innovation & Business Development Manager
Ypsomed

AWS Healthcare & Life Sciences Competency

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Travel & Hospitality



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accenture
Capgemini
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Mphasis The Next Applied
ONICA
slalom
TensorIoT
wavicle DATA SOLUTIONS

3VICTORS TRAVEL ai
Amperity
BOXEVER
braze
Datalex
DOCMX DIGITISE OPTIMISE COLLABORATE

ELENIUM AUTOMATION
ibssoftware
LOCAL MEASURE
MANTHAN
moengage
mparticle

NLX
OpenJaw
Reltio
RIGADO
TEALIUM
volara
Whistle™

Data insights

- Travel and hospitality companies are awash with data but often not extracting the most value from it

- The Travel Recovery Insights Portal (TRIP) powered by 3Victors, ARC* and BCG* helps to navigate the challenges surrounding COVID-19 by offering a comprehensive look at how demand for air travel is returning

*Airlines Reporting Corporation, Boston Consulting Group

“3Victors’ ability to analyze a global database of travel shopping requests and responses in real time is an incredible asset for the industry. And even more impressive: at a fraction of the cost of developing dedicated internal resources.”

Jim Lockheed
Investment Associate
JetBlue Technology Ventures



3VICTORS
TRAVEL ai

Customer communications

- Due to COVID-19, customer service channels are struggling with an influx of calls and inquiries, with a significant impact on customers and the business

- NLX enables full automation of high-frequency requests to reduce peak call volumes, resulting in lower service costs and enhanced customer experience



Contactless operations

- COVID-19 has placed increased scrutiny on hygiene and cleanliness, which in turn accelerates the demand for, and adoption of, contactless solutions
- Elenium Automation makes the passenger journey seamless and safer by making customer-facing devices touchless, including vital sign detection



“As a leading global airline, Etihad’s unique collaboration with Elenium will allow us to use their advanced technologies and expertise to cultivate new ideas for the aviation industry and foster the vision of future travel.”

Jorg Oppermann
VP Hub and
Midfield Operations
Etihad Airways

Retail – Fast forward



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Converting stores to fulfillment centers

- Brazilian toy retailer Ri Happy has repurposed its temporarily shut-down retail stores within malls into micro-fulfillment centers, easing the demand from their central warehouses. By using inventory that’s already in-store, Ri Happy has shortened delivery times, leading to increased customer satisfaction and loyalty.

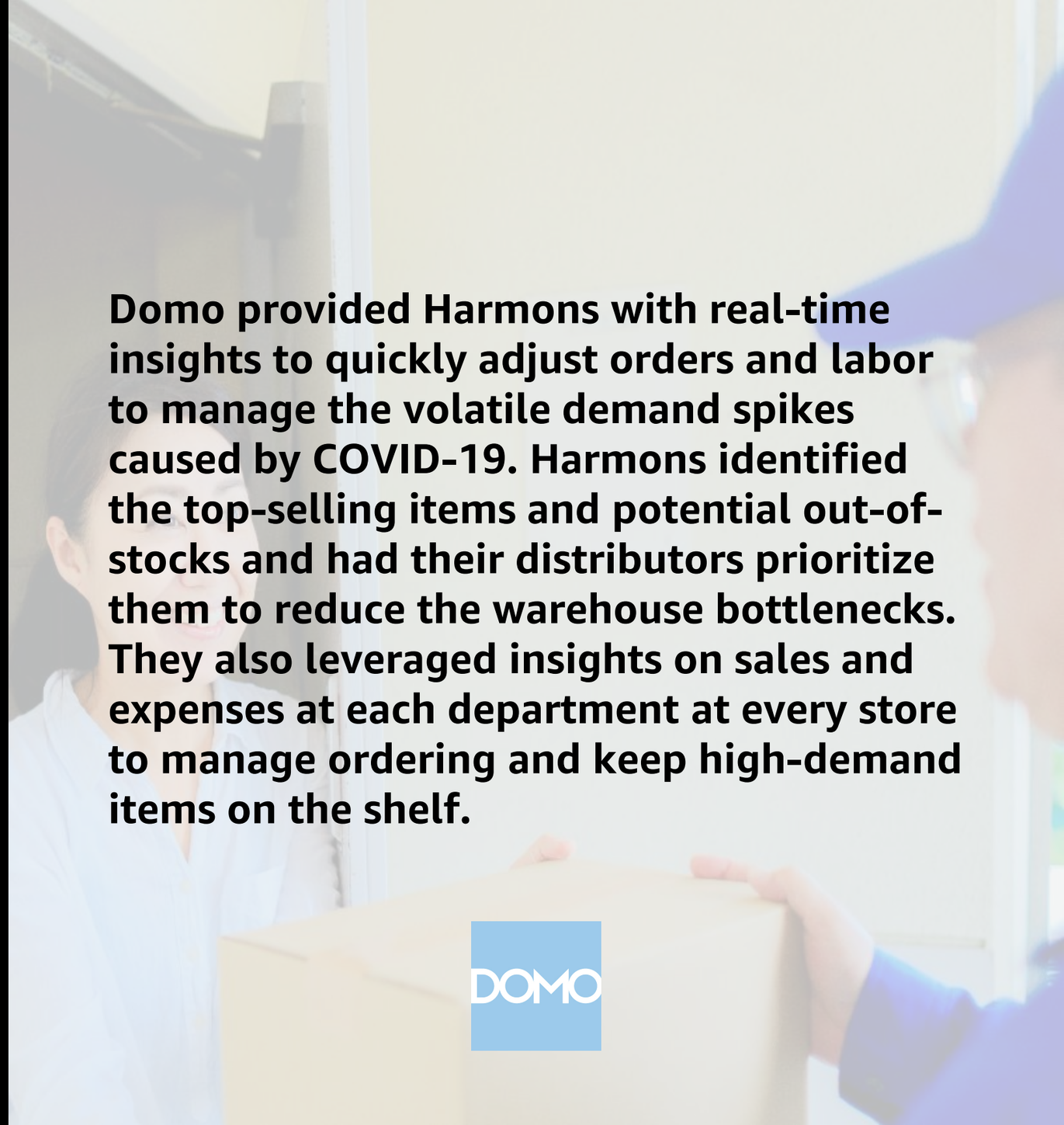


VTEX is an all-in AWS Retail Competency partner offering fully integrated commerce, marketplace, and order management. It provides retailers with a 360-degree view of inventory and orders to flawlessly execute complex fulfillment scenarios.

Keeping pace with unprecedented shopper demand

- Harmons, a Utah-based supermarket chain with 19 stores, was faced with panic shopping during the COVID-19 pandemic. They needed to keep their shelves stocked as shoppers were hoarding items, such as toilet paper, tissues, and SPAM. They experienced supplier shortages and warehouse bottlenecks with some supplier orders quadrupling for high-demand items.

HARMONS
NEIGHBORHOOD GROCER



Domo provided Harmons with real-time insights to quickly adjust orders and labor to manage the volatile demand spikes caused by COVID-19. Harmons identified the top-selling items and potential out-of-stocks and had their distributors prioritize them to reduce the warehouse bottlenecks. They also leveraged insights on sales and expenses at each department at every store to manage ordering and keep high-demand items on the shelf.

DOMO

Expanding customer selection and lowering delivery costs

- With the rising demand of mobile ordering, Wawa needed to lower their third-party delivery costs, which were incurring up to a 20% premium for each order. They also wanted customers to have greater selection of products for these mobile orders. But their delivery providers were only offering an abridged menu of products that were common across all stores, rather than a more robust assortment inclusive of regional products, items in testing, etc.

Domo provided Harmons with real-time insights to quickly adjust orders and labor to manage the volatile demand spikes caused by COVID-19. Harmons identified the top selling items and potential out-of-stocks and had their distributors prioritize them to reduce the warehouse bottlenecks. They also leveraged insights on sales and expenses at each department at every store to manage ordering and keep high-demand items on the shelf.

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