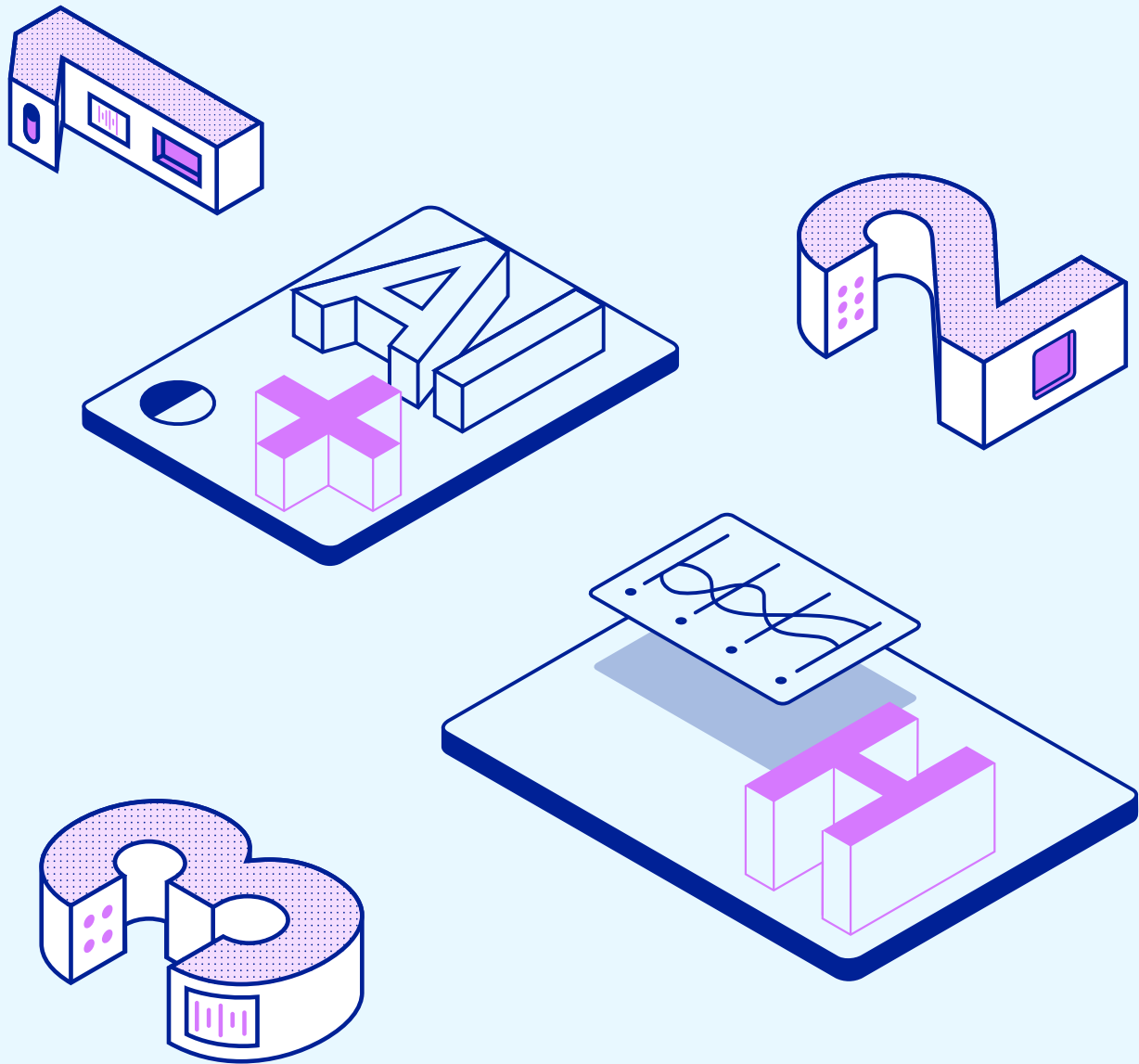


3 steps to accelerate IT maturity: Healthcare and life sciences



As healthcare and life sciences organizations continue to grapple with the impact of COVID-19, we know that agility and the ability to [unlock data silos](#) are essential. With increased expenses, evolving government regulations, and growing concerns about data privacy and safety, it's critical to adopt new digital capabilities and work toward IT maturity to deliver better, more connected patient and member experiences, as well as help both clinical and non-clinical staff more easily perform their jobs.

To better understand the state of IT maturity within healthcare, our Customer Success team conducts regular customer maturity assessments, and our [recent report](#) includes 59 healthcare and life sciences customers. Here, we have identified three key areas for your organization to further develop IT maturity:

01 Deliver innovation faster with composability



Composability is at the heart of mature IT organizations, enabling greater speed and agility to pivot quickly in response to disruption and remain resilient. Leveraging digital building blocks – which include APIs, connectors, and other integration assets – a [composable enterprise](#) is built to adapt to changing legislation and a more proactive patient population. We found that a majority (85%) of our healthcare and life sciences customers are using APIs for shared services, with 81% reporting top-level support for reuse.

As healthcare and life sciences companies continue to modernize legacy systems, [connect EHR data](#), and deliver new digital services, it is business-critical that internal teams leverage best practices – including agile methodologies and reuse – to execute on these goals. Encouragingly, 20% of customers in this space indicate that there is an expectation that new projects both consume and contribute reusable assets, allowing them to be more nimble and enable innovation more quickly than ever.

02

02 Encourage a partnership between business and IT

To address the growth of digital health initiatives, a mutual partnership between business and IT is essential. The vast majority (83%) of our healthcare and life sciences customers have an established partnership between technical and business counterparts with jointly tracked KPIs, as well as a roadmap that accounts for both technical and business accomplishments. By creating a unified vision for digital transformation, both IT and business teams are better prepared to deliver improved patient and member experiences.

A key component of this partnership is support from leadership teams, with 63% of customers in this space reporting executive sponsorship and governance of integration projects within the organization. IT-mature healthcare and life sciences organizations have not only a team culture between business and IT, but leadership

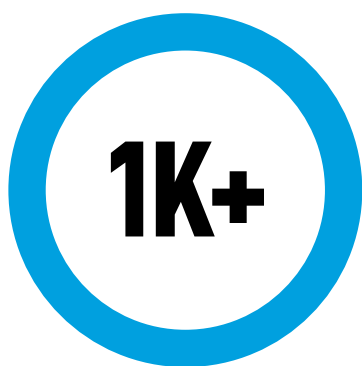
supporting a cohesive strategy to address industry challenges, as well. Whether it is linking legacy and [EHR systems](#) or building more personalized healthcare experiences, a strategic roadmap built in partnership between business and IT teams will help reduce costs, improve care outcomes, and address new patient demands.

03 Empower developers

Across industries, development teams are [reporting](#) dramatic increases to project load with an inability to keep up, resulting in an IT delivery gap. With healthcare organizations having [more than ten](#) EHR systems on average, buy-in from development teams is crucial to ensure alignment to business goals on the road to IT maturity. This means development teams must be empowered to leverage industry best practices such as [agile software methodologies](#) to increase speed and agility to prioritize projects. Nearly half (46%) of healthcare and life sciences customers have a documented software development methodology that is grounded in agile principles, while 73% have implemented processes that allow for self-service and enablement.

03

Creating a culture for agile development can only be possible if proper expectations for the organization are set. A growing number (46%) of our healthcare and life sciences customers have implemented standard processes for developer onboarding and training,



CLINICAL STAFF
DAYS SAVED



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JAMES PATTERSON, CIO,
[NSW HEALTH PATHOLOGY](#)

including an emphasis on reuse and best practices. By empowering developers to embrace new technologies, methodologies, and tools, healthcare and life sciences IT teams can [increase project delivery](#) speed to enable greater innovation and results on the path toward greater IT maturity.

With unique industry challenges from rising care costs to patient data privacy, leading healthcare and life sciences organizations are modernizing to meet changing patient and member expectations. By developing a culture where composability and reusability are emphasized, you can better meet the needs of the business in an agile way, leveraging technologies and methodologies that enable advanced maturity.

Wherever you are in your IT maturity journey, it's important to identify a trusted partner to help you navigate the road ahead. If you are already a MuleSoft customer, accelerate your efforts to IT maturity and composability by scheduling a [Catalyst Maturity Assessment](#) workshop with our Customer Success team to get recommendations tailored to your organization. If you're new to MuleSoft but ready to kickstart your composable journey, [contact our sales team](#).



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