



Virtual Care

The user-centered telehealth solution that improves safety and quality of care.

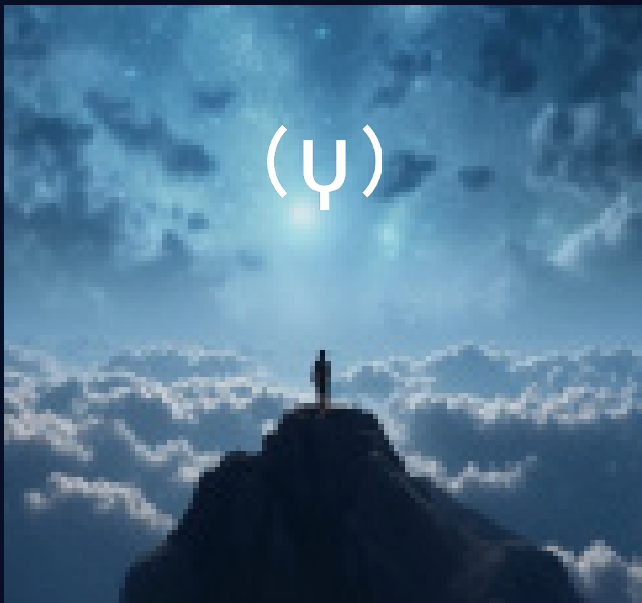
Virtual care, user monitoring and population management on a single platform.

Syntphony Virtual Care is more than just a digital healthcare solution; is a testament to our commitment to advancing user care. Developed in collaboration with healthcare professionals, our platform streamlines workflows and enables professionals to deliver superior care efficiently and effectively. Our focus is clear: improve user outcomes through innovative technology that puts people first. With Syntphony Virtual Care, we are transforming the delivery of healthcare, user to user.



Why syntphony?

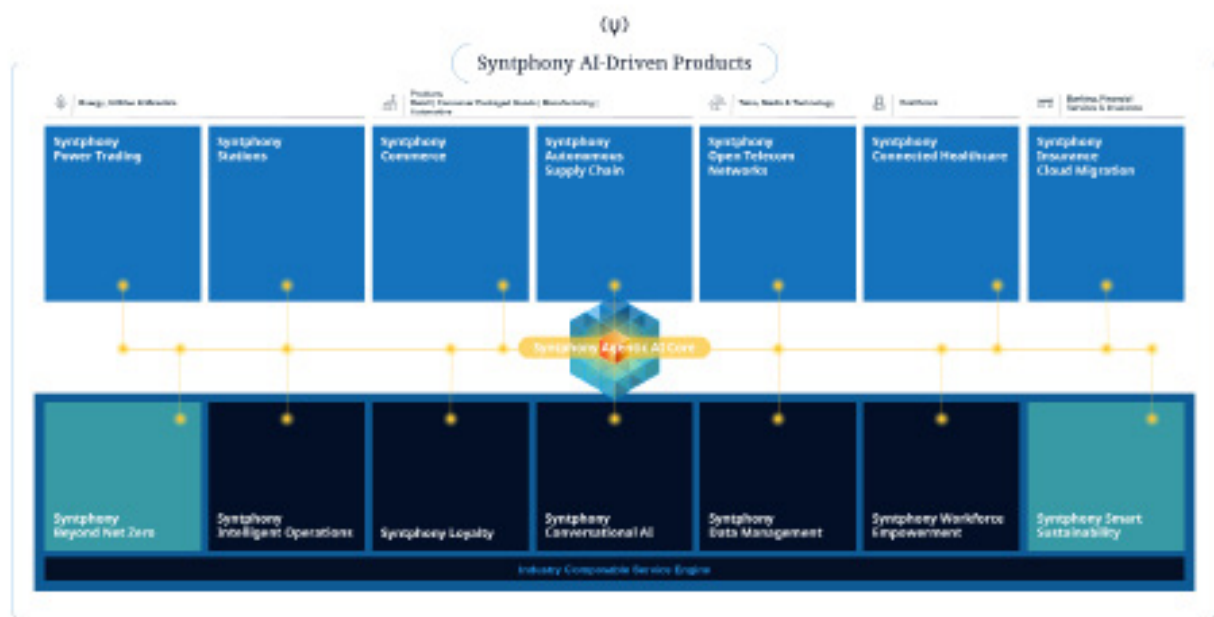
We develop products and solutions that are in tune with businesses



Syntphony is the composable platform of digital products and solutions from NTT DATA, created to help global organizations accelerate innovation, align business strategy with technology and scale transformation initiatives with speed and efficiency.

Designed for enterprises that demand flexibility, modularity and integration, Syntphony offers a portfolio of ready-to-deploy, enterprise-grade digital products developed by NTT DATA's global talent network. By combining business consulting expertise, proprietary technologies and industry knowledge, the Syntphony ecosystem multiplies the value for clients, reducing time to market and unlocking synergies across multiple domains.

Syntphony is the AI-driven composable platform of NTT DATA, enabling clients to orchestrate scalable, resilient, and future-ready business solutions.



Syntphony Connected Healthcare

We offer a certified, composable digital health platform transforming healthcare delivery by optimizing resources, enabling user-centered care and addressing inefficiencies.

Our interoperable, secure platform integrates virtual care and digital therapeutics acceleration with the healthcare & life sciences provider ecosystem, improving outcomes, enhancing experiences and reducing costs while ensuring rapid time to value and maximizing user convenience.

Virtual Care

Deliver secure, omnichannel payment experiences with total control and flexibility, streamlining operations, reducing time to market and enabling businesses to create new customer value across every payment method and channel.

Digital Health Builder

We simplify digital health development by providing composable technology and services that help sponsors create user-focused digital therapeutics in alignment with regulatory requirements, reducing complexity and risks during the development process.

A scalable, interoperable platform

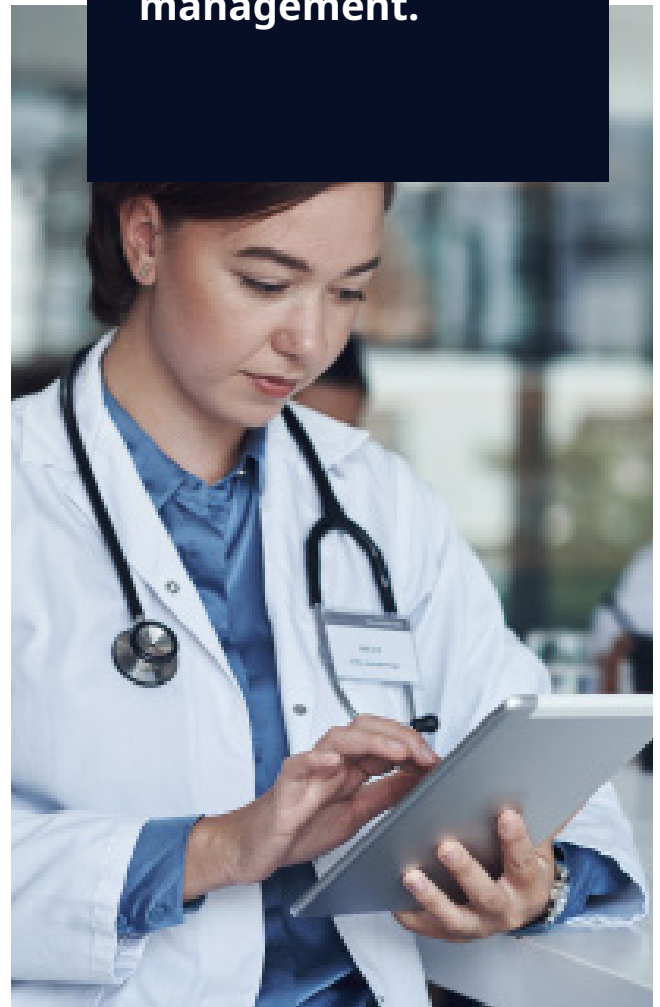
Resources are almost always limited and must be managed very efficiently, which increases pressure on financing models and the limited professionals who provide care in the health sector.

The World Health Organization highlights that approximately 30% of healthcare spending is wasted on avoidable complications and administrative inefficiencies. We must take a smarter, user-centred approach that relieves pressure on frontline resources. Syntphony Virtual Care is a transformative solution poised to revolutionize healthcare delivery. By seamlessly integrating user information and offering multi-channel access, it enables stakeholders to address these challenges effectively. It's time to adopt integrated healthcare solutions to improve collaboration, efficiency and achieve superior user outcomes.

Syntphony Virtual Care is NTT DATA's scalable, interoperable, user and population health-focused telehealth platform that integrates with hospital systems, electronic health records, and remote user monitoring devices to improve the safety and quality of medical care.

Syntphony Virtual Care adds analytics capabilities to hospital and community health management, helping to manage user relationships and conduct population health campaigns.

Hospitals and healthcare workers face surges in demand, multiplying inefficiencies in resource management.



Syntphony Virtual Care is a telehealth solution designed by healthcare professionals that features the most innovative technologies for doctors, healthcare professionals and users.

By centralizing user information, support, care and management of the care process are simplified. With multi-channel access through clinical and user portals, users can seamlessly interact with the system from any device, improving convenience and accessibility.

At the time of an appointment, users can effortlessly log-in to access a new channel of healthcare and services. Syntphony Virtual Care redefines the healthcare experience, providing healthcare professionals and users with efficient communication and collaboration tools.

Syntphony Virtual Care is not just a telehealth solution; It's a solution that is combined with other products in the Syntphony Healthcare ecosystem. Syntphony Virtual Care is NTT DATA's commitment to facilitate healthcare institutions in creating personalized user-centered solutions.

In the healthcare sector, **Syntphony Virtual Care revolutionizes user management by integrating analytical capabilities into hospital and community healthcare management.** With more than 78,000 users served, more than 2,800 professionals and a potential population of more than 5 million citizens involved in 7 countries, our platform streamlines relationships with users and carries out healthcare campaigns among the entire population. Unlock the potential of healthcare with Syntphony Virtual Care with its unparalleled analytics capabilities, enabling organizations to manage user relationships and conduct targeted medical care and prevention campaigns easily.

Syntphony Virtual Care offers a comprehensive solution with multi-channel access, **giving users a 360° view of the patient and facilitating seamless communication.** From monitoring chronic users to facilitating remote clinical committees, our platform ensures improved outcomes. With an easy-to-use interface and intuitive design, **Syntphony Virtual Care transforms the healthcare experience by providing a global telemedicine solution** designed to meet the diverse needs of healthcare professionals and users alike.



We have the experience of managing the vital signs records of more than **6,000 users**, more than **18,000 scheduled appointments**, more than **100,000 email interactions** and more than **135,000 questionnaires answered with a success rate of 40%.**

Managing users and populations efficiently

A data-driven analysis solution for rapid user response, Syntphony Virtual Care leverages advanced analytics to drive informed decision-making and enhance user care delivery. Data-based agile decisions:

Clinic evolution analysis

Our platform enables the analysis of case evolution at both individual and severity group levels, providing valuable insights into user trajectories.

Through the stratification of user profiles and medical records, **healthcare professionals can tailor treatment plans to individual user needs.**

Predictive analytics capabilities allow for the anticipation of clinical evolution, enabling proactive intervention and optimized care pathways.

Case-based analysis provides in-depth understanding of user histories and outcomes, facilitating continuous improvement in care delivery.

Activity analysis (centers, professionals)

Syntphony Virtual Care offers comprehensive indicators of activity across healthcare centers, specializations and professionals, enabling efficient resource allocation and optimization.

Detailed characteristics of each center, including ICU capacity and healthcare circuits, provide valuable context for decision-making and resource planning.

Indicators of utilized resources ensure optimal allocation of healthcare assets, minimizing waste and maximizing efficiency.

Resilience analysis of the healthcare system:

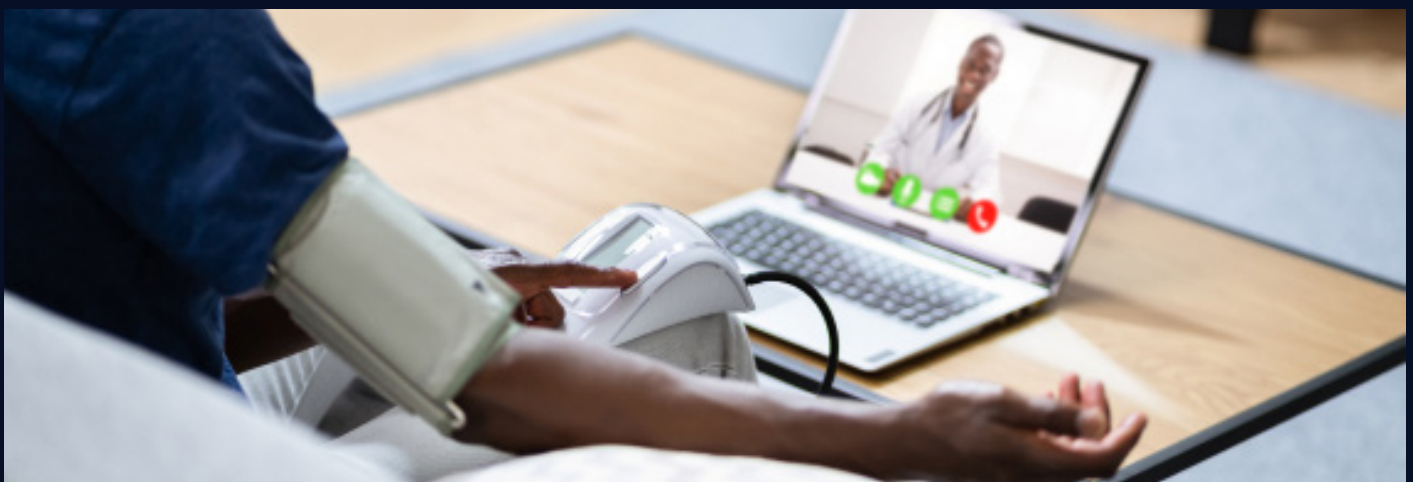
Our platform assesses the availability of healthcare professionals and medical resources, enabling healthcare organizations to anticipate and address potential capacity challenges.

Predictive models of potential evolution scenarios empower healthcare leaders to proactively plan for future needs, ensuring resilience in the face of evolving healthcare demands.

Cluster analysis of epidemiology

Syntphony Virtual Care facilitates the analysis of identified cases, allowing for the prediction of disease evolution and the correlation of transmission vectors.

By identifying the degree of individual and relative evolution according to related groups, our platform supports targeted interventions and resource allocation strategies.



Global telemedicine for human-centered care

Syntphony Virtual Care is a comprehensive solution designed to transform the delivery of user care and drive operational efficiency.

Quality and safety of care

Seamlessly integrate user information with hospital systems and medical records, ensuring comprehensive and timely access to critical data for informed decision-making.

Improved user experience and satisfaction

Enhance service provision and availability while reducing user waiting and traveling times, fostering **improved doctor-user communication** and shared decision-making.

Human-centered technology

Empower practitioners with more time for clinical care by minimizing wait times for test results and streamlining workflows with intuitive, user-friendly technology.

Anytime, anywhere access

Embrace integrated, community-based healthcare delivery with eHealth services such as on-time intervention, remote monitoring, self-care and social support accessible anytime, anywhere.

Boosts efficiency

Empower healthcare professionals to work smarter with optimized resource utilization, whether in-office, in the ICU, attending emergencies or consulting virtually, **maximizing operational efficiency** within budgetary constraints.

Reduces costs and improves the resilience of health systems

Drive cost savings and enhance the resilience of health systems through streamlined workflows, optimized resource allocation and proactive planning for future challenges.

Better access to health services

Facilitate equitable access to healthcare services, ensuring that users receive timely and appropriate care regardless of geographical location or socioeconomic status.

Improves the continuum of care and care coordination

Foster seamless transitions between care settings and enhance care coordination among healthcare providers, improving user outcomes and satisfaction.

Rapid diagnosis and optimization of clinical processes

Accelerate diagnostic processes and optimize clinical workflows with **advanced analytics and predictive models**, enabling proactive intervention and personalized treatment plans.

Reduces errors

Minimize the risk of errors due to poor communication or manual data entry with **automated processes and workflows**, ensuring user safety and quality of care.

Flexible and interoperable

Adapt seamlessly to evolving healthcare environments with a modern, standards-based architecture that promotes interoperability and flexibility.

Progressive rollout

Implement Syntphony Virtual Care progressively according to your organization's needs, ensuring a smooth transition and rapid time to value without disrupting user care.

Rapid time-to-value

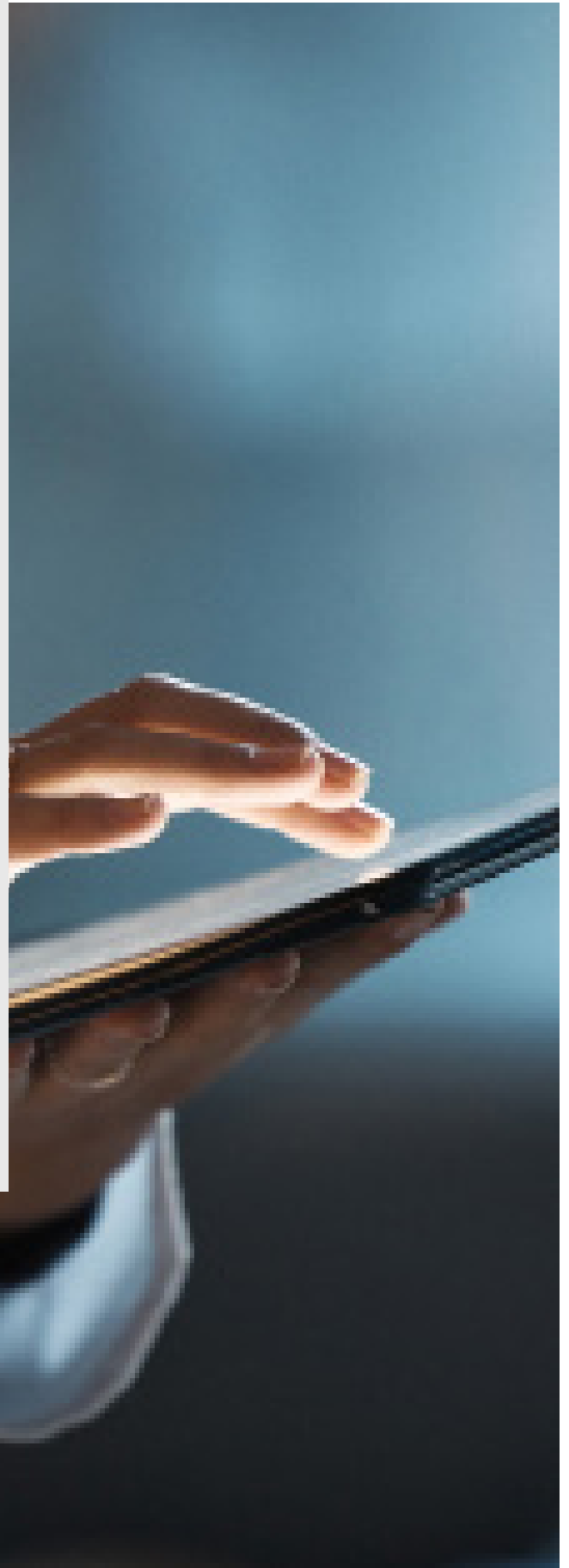
Expedite project implementation and achieve rapid time-to-value with Syntphony Virtual Care's proven track record of successful deployments in complex, multi-site installations.

Cost-effective

Realize significant cost savings with Syntphony Virtual Care's competitive total cost of ownership and attractive return on investment.

Scalable and secure

Scale effortlessly to accommodate growing demands while ensuring the highest levels of security and compliance with data protection regulations.



The all-in-one XR platform for business

Integrated videoconferencing and chat

Seamlessly communicate with users and colleagues through an integrated videoconferencing and chat system, enhancing collaboration and connectivity across the healthcare ecosystem.

Secure mailbox

Access internal personal and group mailboxes securely, enabling efficient communication and information sharing among healthcare professionals.

Clinical documentation access

Empower users to access their clinical documentation easily, promoting transparency and engagement in their healthcare journey.

Remote monitoring devices integration

Integrate remote monitoring devices such as scales and blood pressure monitors seamlessly, enabling proactive management of user health remotely.

Backoffice management and indicators

Streamline administrative tasks with robust backoffice management tools, allowing easy access to key performance indicators and utilization metrics.

Information sharing space

Collaborate effectively by sharing relevant information and resources in a dedicated space, fostering teamwork and knowledge exchange.

Dynamic questionnaires/forms

Create dynamic and customizable forms for user assessments and data collection, facilitating personalized care delivery and outcome tracking.

Appointment scheduling and work agenda

Manage appointments and work schedules efficiently with built-in scheduling tools, optimizing resource allocation and workflow management.

Single access to external platforms

Gain centralized access to multiple external platforms, streamlining workflows and reducing time spent navigating between different systems.

Platform personalization

Customize platform visualization and content to suit individual preferences and workflows, enhancing user experience and productivity.

Self-assessment and counseling services

Provide users with self-assessment tools and counseling services on their mobile devices, empowering them to take control of their health and well-being.

Videoconferencing and virtual care services

Deliver virtual care services through videoconferencing, making healthcare more accessible and convenient for both users and practitioners.

Call centre-based services

Offer cost-effective monitoring, follow-up, and counseling services through call centre-based support, ensuring continuity of care and user reassurance.

Remote care processes implementation

Implement remote care processes, including synchronous/asynchronous monitoring and virtual assistants, enhancing user care delivery and efficiency.

Proactive health promotion and education

Engage in proactive health promotion activities through personalized campaigns, plans and reminders, empowering users to adopt healthy lifestyle choices.

Public health management and resilience

Facilitate epidemiological and population analyses to optimize healthcare resources and improve public health management and resilience.

Enhanced access to healthcare services

Provide swift access to healthcare services from any location, increasing accessibility and opportunities for individuals to receive timely care.

Rapid diagnosis and clinical process optimization

Implement a user self-triage system for priority treatment, leveraging integrated virtual agents to streamline clinical processes and optimize user care pathways.

Continued treatment and care coordination

Enhance continuity of care and coordination for chronic users, preventing adverse events and improving user outcomes through proactive monitoring and intervention.

User engagement and prevention

Foster user engagement and prevention efforts by empowering individuals to actively participate in self-care, education and health monitoring.

Responsive public health management

Segment user populations and execute targeted actions to improve the success rates of digital public health campaigns, enhancing population health outcomes.

Agile clinical and population health decision making

Utilize actionable population analyses and performance metrics to inform clinical and population health decision-making, enabling agile response to healthcare challenges.

Cost reduction and health system resilience

Utilize actionable population analyses and performance metrics to inform clinical and population health decision-making, enabling agile response to healthcare challenges.





Reinventing patient engagement with agentic AI

The current healthcare follow-up model is highly manual, fragmented and resource-intensive, limiting scalability and reducing patient adherence (~50%). The Virtual Care Patient Companion with Conversational AI introduces an agentic AI-driven operating layer that transforms patient management into a continuous, autonomous and data-driven care model.

Autonomous patient interaction

AI agents (voice/chat) perform continuous engagement, data capture, reminders and education, acting as an extension of clinical teams.

End-to-end care workflow

Autonomous execution of follow-ups, questionnaires, and care plans with full traceability and minimal manual intervention.

Real-time clinical data orchestration

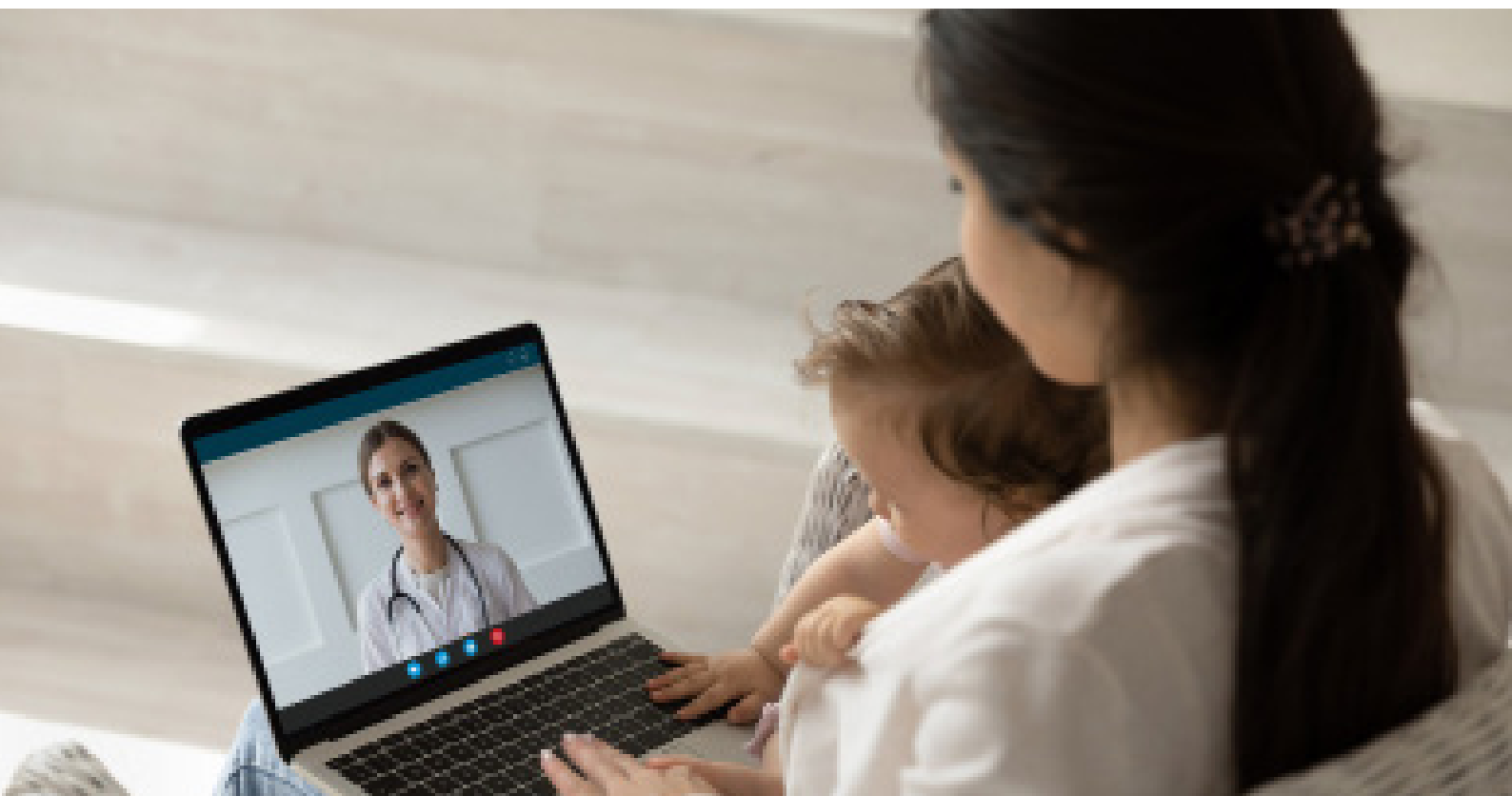
Automated collection, standardization (FHIR) and integration of multimodal data from EHR, labs, devices and patient inputs.

Exception-based human intervention

Human-in-the-loop reserved for complex or high-risk cases, maximizing efficiency and clinical safety.

Agentic monitoring & decision support

Continuous analysis detecting risks and deviations, alerts, prioritization and actionable recommendations.





Transforming healthcare operations with agentic AI

From manual follow-ups to continuous autonomous care

AI agents manage ongoing patient engagement and monitoring without dependence on human-led calls.

From fragmented systems to integrated intelligent orchestration:

Unified data layer leveraging FHIR standards enables seamless interoperability across clinical systems.

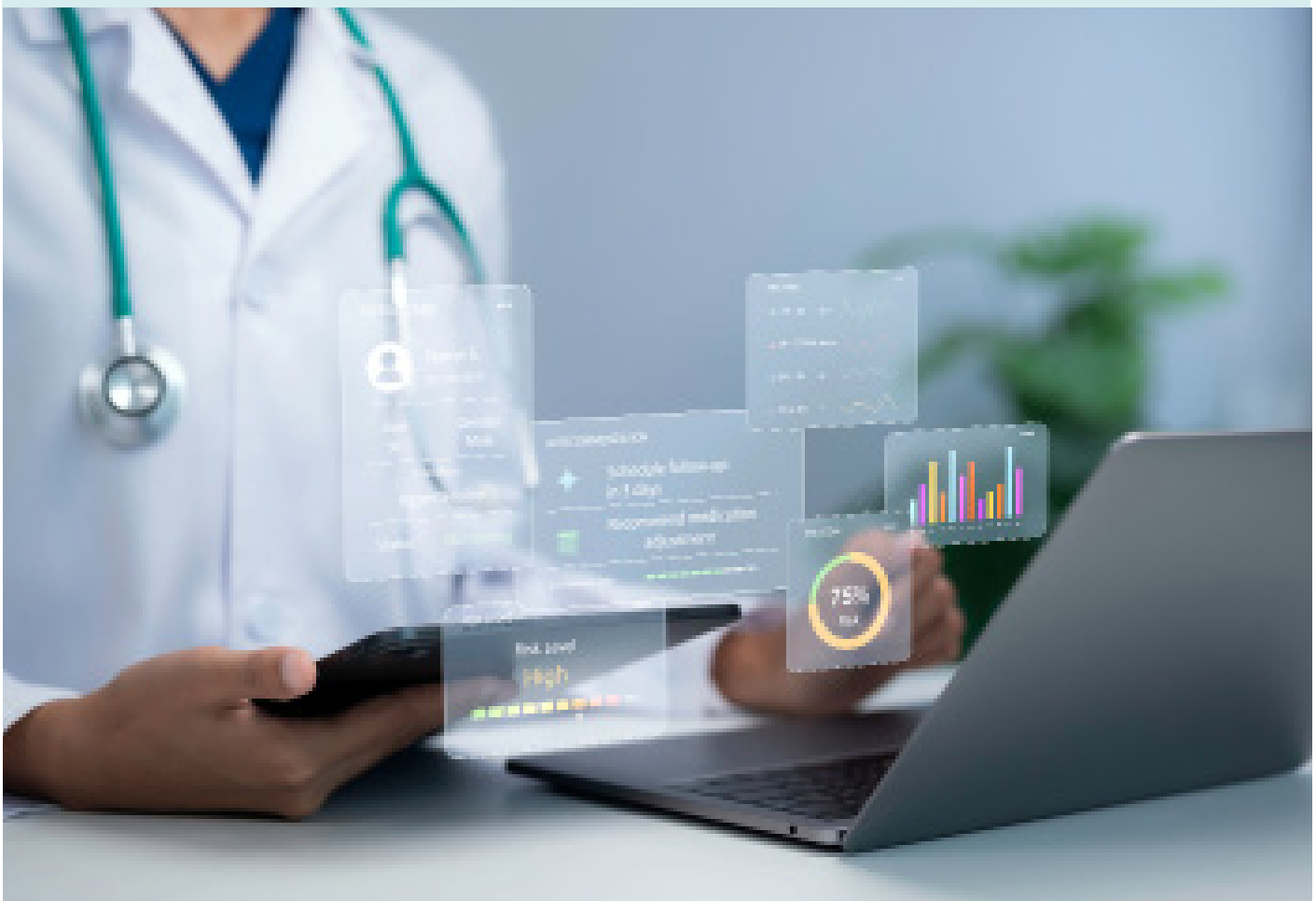
From reactive interventions to proactive risk management

Real-time analytics anticipate clinical deterioration and trigger early interventions.

From linear scalability to exponential scalability

Ability to manage large patient populations without proportional increases in clinical staff.

The Virtual Care solution enables a paradigm shift toward autonomous, data-driven healthcare operations powered by agentic AI. By orchestrating continuous patient engagement, real-time insights and proactive interventions, it enhances clinical outcomes while optimizing resource utilization. This approach drives scalability, reduces cost of care and strengthens performance in value-based models. Ultimately, it empowers our clients to deliver more efficient, sustainable and patient-centric care.



Telehealth and remote monitoring

Empower healthcare professionals to remotely monitor users' vital signs and health status, facilitating proactive interventions and personalized care plans. Addressing the growing demand for virtual healthcare, our platform ensures seamless communication and data exchange between users and providers.

Occupational health management systems

Streamline the management of occupational health with our comprehensive system, enabling employers to track employee health data, conduct risk assessments and implement preventive measures. Enhance workplace safety and employee well-being with Syntphony Virtual Care's advanced capabilities.

Chronic disease management

Revolutionize chronic disease management with Syntphony Virtual Care's tailored solutions, empowering users to actively participate in their care journey. **From medication adherence to lifestyle modifications**, our platform supports holistic management approaches, improving user outcomes and reducing healthcare costs.

Population monitoring using CRM

Harness the power of customer relationship management (CRM) tools to monitor population health trends and identify at-risk cohorts. Syntphony Virtual Care enables healthcare organizations to segment populations, deliver targeted interventions, and optimize resource allocation for maximum impact.

Platform use in app

Extend the reach of Syntphony Virtual Care's capabilities with seamless integration into mobile applications, **empowering users to access essential healthcare services anytime, anywhere**. Enhance user engagement and satisfaction while optimizing clinical workflows with our versatile platform.

Integrated vital signs recording with bio-devices

Seamlessly integrate vital signs recording with bio-devices into clinical workflows, enhancing data accuracy and efficiency. Syntphony Virtual Care's interoperable platform enables real-time monitoring and analysis, empowering clinicians to make informed decisions and deliver personalized care.

Collection of information in questionnaires

Facilitate data collection and user assessments with dynamic questionnaires tailored to specific healthcare needs. Syntphony Virtual Care's intuitive interface enables clinicians to gather comprehensive information, driving evidence-based decision-making and improving care delivery.





About NTT DATA

NTT DATA - a part of NTT Group - is a trusted global innovator of IT and business services headquartered in Tokyo. We help clients transform through consulting, industry solutions, business process services, IT modernization and managed services. NTT DATA enables clients, as well as society, to move confidently into the digital future. We are committed to our clients' long-term success and combine global reach with local client attention to serve them in over 50 countries.