

servicenow®

Amazon Care with ServiceNow

Healthcare built
around patients.

March 2022



“Patients are losing patience. They have a high standard and expect a lot.”

Kristen Lloyd Helton
Director, Amazon Care

Physicians

Clinicians

Patients

Care Givers

Providers

Health/
Social
Care

Professionals

Startups
& SMEs

Companies

Large
Corps.

Governments

Policy
Makers

Local
Authorities

Care
Teams

Labs

Education/
Research

Universities

Third
Sector

Charities

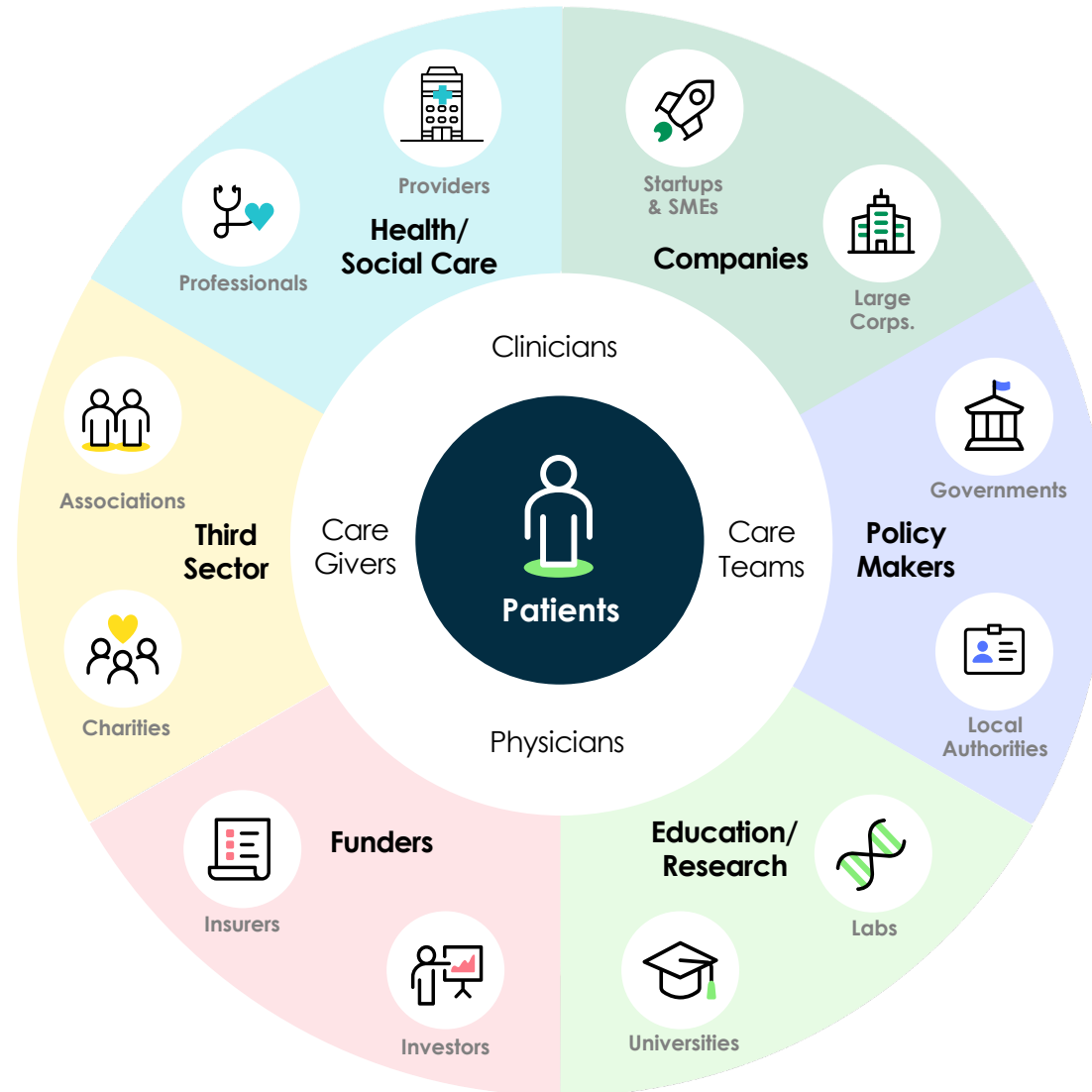
Associations

Insurers

Funders

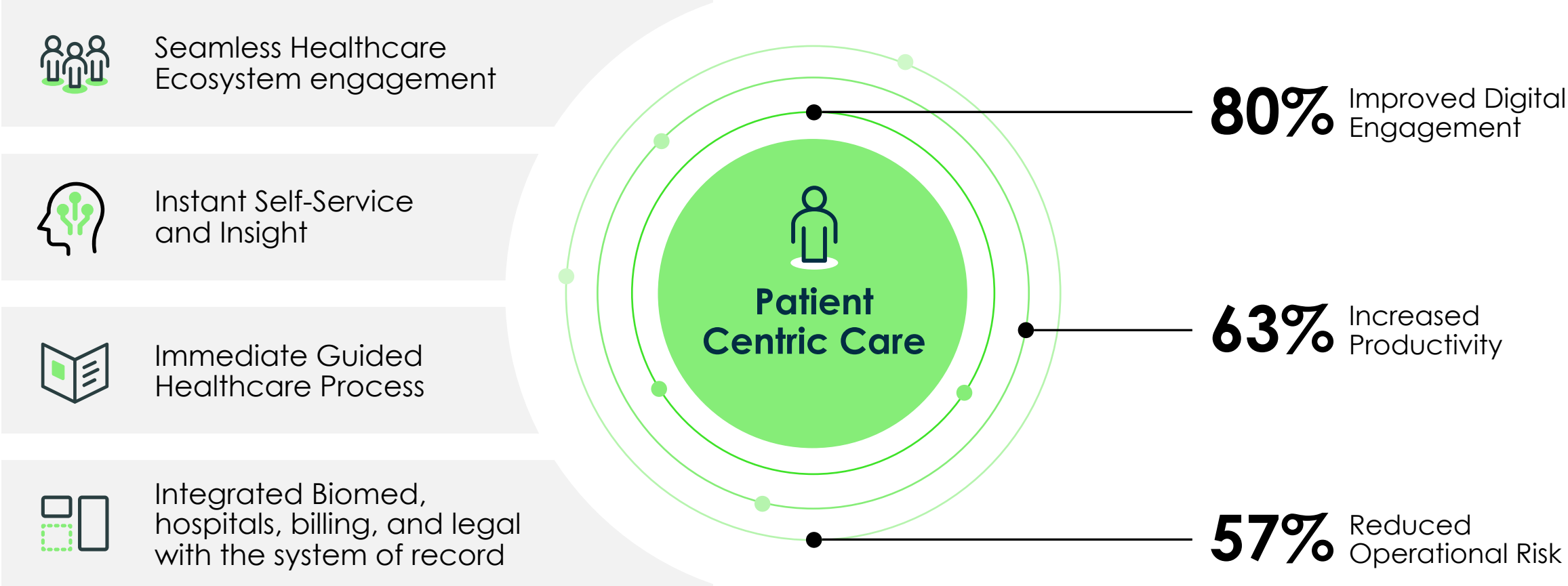
Investors

Healthcare
requires
industry to
align around
the patient



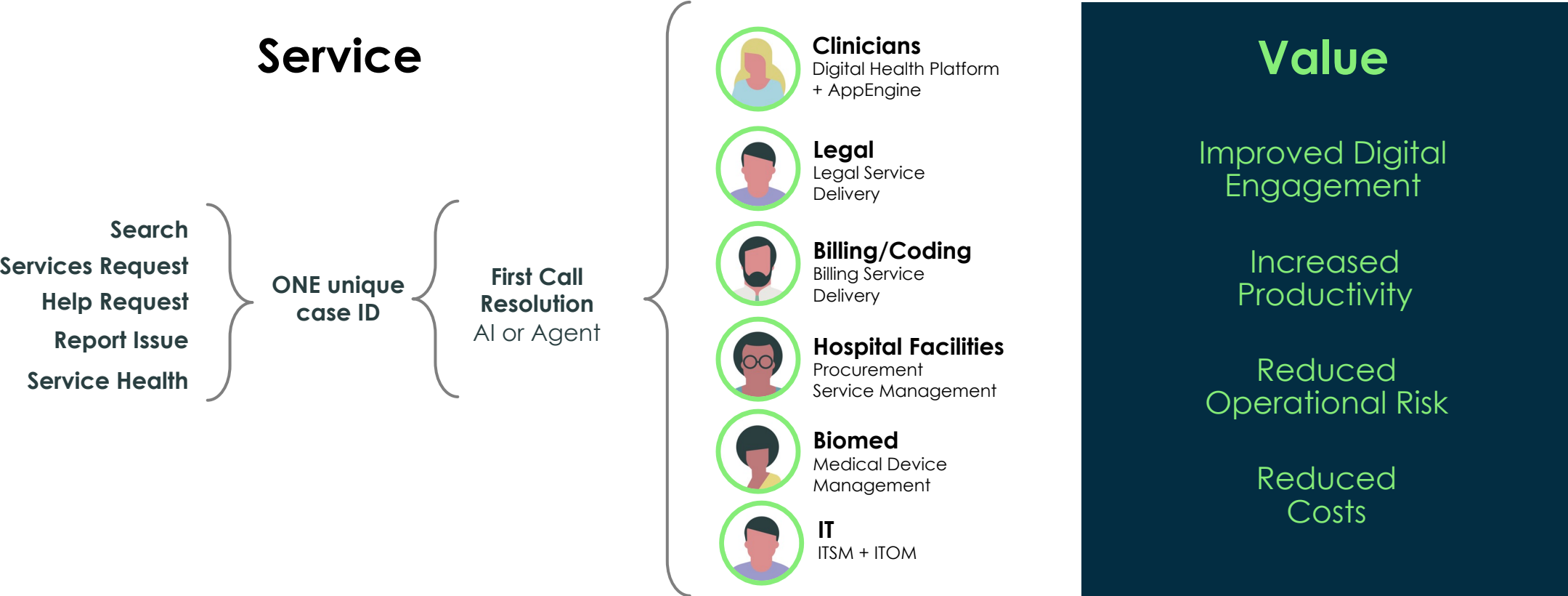
A community of patients and doctors, and all satellite figures involved in medical care or hospital stay.

Amazon Care priorities are healthcare trends



ServiceNow makes healthcare work

An approach to service delivery that unlocks productivity across the ecosystem



Support workflows across your organization



Care at Home



Healthcare Ecosystem Management



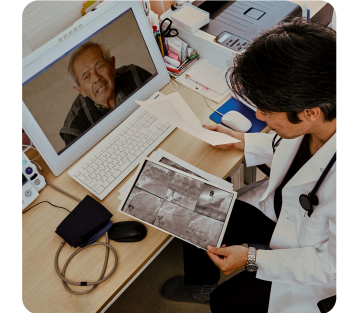
Referral Management



ED Patient Flow Optimization



Discharge Optimization



Clinical Pathways

Support workflows across your organization



Care at Home



Healthcare Ecosystem Management



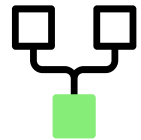
Referral Management



ED Patient Flow Optimization



Discharge Optimization



Clinical Pathways

A leadership team dedicated to our partnership, ready to support your success at every step of the way



CJ Desai

ServiceNow C-Suite Executive Sponsor

Provides Executive oversight and alignment with Amazon Executive Leadership



Barry Barnes

Global Account Director

Responsible for account strategy and leading extended team



Niall Kritzinger

Sr. Global Account Technology Advisory

Responsible for account technical strategy and leading extended technical teams



Robert Lusk

Sr. Principal Strategist

Responsible for identifying and communicating business outcomes and enterprise value that the ServiceNow platform delivers to Amazon



Dale James

Principal Executive Architect

Provides thought leadership and experience around aligning technology to key business outcomes. Designs path to business outcomes leveraging key technologies and enterprise experience in complex environments



David Kwock

Director, Top Accounts

Closely aligned to account team to drive executive level strategy and execution



Tim Stremper

Services Executive

Responsible for professional services engagements. Manages the discovery, scoping and task order (SOW) development in cooperation with Boeing business stakeholders and ISC

Thank you!

