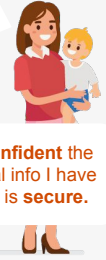


Imagine your resident experience looking like this...

I am **empowered** to have a say in shaping my experience.



It was **quick and easy** to understand the services offered for my mother.



I felt comfortable that my loved one's care needs had been **captured correctly**.



I felt well **prepared** to visit my patient in their home, knowing that all my administrative tasks had been taken care of in advance.



I was able to **access** information when I needed.

I am **confident** the personal info I have shared is **secure**.



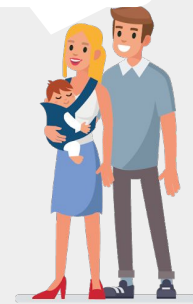
The experience with our aged care provider gave us **confidence** in the **quality** of care being provided to my husband's parents.

I feel **connected and empowered** in the job I do.

I am excited that I can share **insights** into my parent's wellbeing.



I had a **choice** of how, and who, to engage at the time I wanted



PwC has worked with numerous health & aged care organisations as they transform their organisations and put residents, customers, and patients at the centre of their services.



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SCAN ME

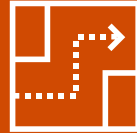
We combine **business and strategy**, award-winning solutions *powered by Salesforce*, and our **passion & experience in Aged Care** to enable transformation across your organisation.



Innovation

Curiosity to go further

- Immersion & acceleration labs
- Emerging tech vision and prototyping
- Rapid prototyping
- Opportunities matrix
- Minimum viable product definition



Strategy

Knowledge to transform

- Disruptive business models
- Opportunity visualization
- Decision & scenario planning
- Digital operating model
- Talent and culture
- Emerging tech-driven strategy



Experience

Imagination to create

- Resident, Customer, and Employee experience & care design
- Journey mapping
- Ethnography and behavioral economics
- User experience and user interface
- Prototyping and concept visualization
- Concept and usability testing



Technology

Know-how to deliver

- Digital enterprise and system architecture
- Cyber and information security
- Cloud transformation
- IT platform strategy and execution
- Digital marketing and e-Commerce platforms
- Sales and service enablement
- Social, mobile and local platforms



Analytics

Perception to zero in

- Multi-channel behavior
- Segmentation
- Predictive analytics
- Marketing and media effectiveness
- NLP and machine learning
- Analytics and big data platforms

3,000+
Engagements

Delivered by our team of 600+ certified Salesforce professionals

1200+
Salesforce
certifications

7 Certified Technical Architects

9x winner
Salesforce Partner
Innovation Awards

Since 2013, PwC has won more awards than any other SI

70+
Accelerators

Including our CDC Accelerator: an end-to-end, integrated solution supporting the transition to the National Disability Insurance Scheme (NDIS).

24
Experience Centres

Experience Centres providing world class innovation & design

