

English transcript of the video interview between
Dr Helmut Reisinger CEO, Orange Business Services
&
Dr Stefan Henkel CIO, Siemens Healthineers

Title: Siemens Healthineers and Orange Business Services discuss the post-pandemic digital world

Speaker Names & Titles:

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Transcript

Helmut:

Hello and good day. Welcome to this session where we want to welcome a special guest at Orange Business Services. You know that we, as a network-native digital services company, are operating critical network services around the globe. And today, our special guest is the CIO of Siemens Healthineers, Dr. Stefan Henkel, whom we welcome from Erlangen.

Stefan:

Thank you very much. It's a pleasure to have this interview with you as a virtual session which perhaps, in the digital world will be the normal case in the future.

Helmut:

Stefan, you are a global healthcare ecosystem player and a leader in this industry. We're going through this pandemic crisis. You've had to adapt, together with your

global teams, to this unforeseen situation. What do you think were the critical elements to make sure that you could cope with this situation?

Stefan:

The critical elements to cope with the situation can be summarized by three aspects. First, we are in a good situation with our IT strategy. We're very happy that we formed our IT strategy two and a half years ago to digitize the core (focusing on the users, the network, cybersecurity, and the platform architecture) in order to drive the digital enablement of our business. So, this is the first topic.

The second topic is "collaboration". The collaboration with experts like Markus Holzheimer from the Siemens IT infrastructure team and the external partners like Microsoft and, in particular, Orange Business Services, who supported us in the whole preparations involved for mass working from home and ensured the performance of our digital capabilities during this crisis.

And the third topic is "people". Besides technology, we've needed our people to team up and use the new innovative solutions we've provided to our organization. Together with Orange Business Services and Microsoft we've needed to explain the solutions to the user community and follow up on incidents in a very fast cycle. So, three topics.

It's important to have a solid IT strategy and keep up-to-date in terms of innovation. The second topic is about the importance of always collaborating. It's a network game in the digital age. And the third topic is about having people who are really, let's say, charming with drive and passion for the solution.

Helmut:

Yeah. Thank you very much. So this reminds us of our digital with a human touch approach. Stefan, you've mentioned that having a good strategy is very critical in terms of the IT adaption to this pandemic crisis. You're a leading player in the healthcare ecosystem and there is a clear, accelerated adoption of digital solutions

like telemedicine and so on. What do you see as major changes post-Covid and the realities that we will see for your industry, given the situation?

Stefan:

Okay. Now, in this battle, we're in a special situation. Helmut, we're one of the market leaders in the med-tech industry. We have an obligation to contribute and help our customers, the healthcare providers, who need to carry out laboratory tests by supplying imaging, blood gas analysis and diagnostics equipment to monitor all Covid-19 patients who have been affected.

In the future, we see as one of the outcomes of this Covid-19 situation that remote and digital will have a much higher acceptance in the healthcare industry. So, we'll see that remote service delivery will become a "new normal" that is accepted. The service technicians will run the majority of the work out of dedicated expert centers.

And we'll also see that remote and digital will have a higher acceptance in the clinical pathway. So, in treatment plans we'll see telemedicine, tele-radiology and the secure digital exchange of personal health information. In all of this, we'll see a higher acceptance because we learned it now in this special Covid-19 situation that this technology and digital interchanges between different parties collaborating in a network that really delivers value. And it's a good lever for the future.

Helmut:

So, actually, quite some impact in terms of telemedicine and more use of digital with your customers and the patient lifecycle, if I may call it. How does this impact you internally as a global organization at Siemens Healthineers? What will the new post-Covid norm look like? Any thoughts to that Stefan?

Stefan:

I have quite mixed thoughts to be quite open. There is, for sure, one topic that will become the new normal: remote working, working from home, decision support systems from remote centers and artificial intelligence will stay. We know from the consumer space a lot of, let's say, built-in technology is already accepted. Now it's

becoming normal in our business lives where it's possible. So this is a trend, enabling agile ways of working and decision making.

When we entered into this special situation from one day to the other, we had to adapt our behavior and work from home. And nevertheless, engage with all of our colleagues in our network.

It required fast decisions: fast decisions with partners, fast decisions in our company. This is something which I, at least, hope will stay. Let's continue with this agile way of working.

On the other side, there are also voices out there who say, "we want to go back to normal". So, there's still the wish that people will be able to meet in-person again which was the normal way of working as we had it as in former times before the Covid-19 impacted the whole of society. I think it will be a mixture of both. We'll see more remote working, more acceptance of remote working in our business and value chain when it comes to remote diagnostics, remote guided therapies and the use of robotics which are quite important for healthcare provisioning.

On the other side, we'll also see that not everything will be done in a remote fashion. So people will still meet, but it will no longer be the one or the other.

Helmut:

So post-Covid, a new norm but it will combine the best of both worlds that we have now experienced.

Stefan, you have always pushed a lot, and one of your big mantras in your organization is innovation; to be really as a CIO, an innovation driver, together with your teams. You have been innovative early on in building your global infrastructure with a seamless way of integrating network infrastructure with the cloud and then using the data on top of it. How do you see this going forward? Will the convergence between the network, cloud and other infrastructure increase?

Stefan:

As I mentioned already, a sound and innovative IT strategy is always the guard rail that helps drive further performance improvements in your IT capabilities. We've restructured around the end-users and their different roles. The end-user can be an R&D colleague an engineer in R&D, it can be a sales analytics administrator, it can be somebody in accounting, it can be a colleague in services. They all need seamless connectivity. This requires a lot of ingredients that need to seamlessly play together. And we, from the beginning, are focused very much on the topic of the workplace and the way how we use our workplace.

So, we moved to Office 365 as a new way of working. Connected to this are the network improvements with our high speed network that we refer to it under our "Polaris" brand name. The users working in R&D have seamless connectivity from their workplace to the big data algorithm which we have in the cloud. The topic of mobile working is also becoming more important.

Our sales technicians and our service technicians need connectivity and cloud integration, enhanced then by cybersecurity. This then also requires a digital transformation of our IT organization with new roles put in place to drive the conversion together with partners with network architects in a very agile and step-by-step manner. We need to continue to deliver on our IT strategy.

Helmut:

Thank you, Stefan. And in the corporate post-Covid time, what changes do you foresee in the relevance of IT in any given business organization?

Stefan:

So, our IT strategy has the pure focus of enabling the digitalization of our company. And I think, in this special Covid-19 crisis situation, IT has been raised from something which is, let's say, a mandatory element of a company to something which is business- and mission-critical, which is an innovation lever. And we gain

so much in terms of our reputation in this special situation. We have now also to continue to deliver accordingly.

Why we could get this recognition and the good reputation? Because we invested together with Orange Business Services, with Microsoft and with other companies. We invested two and a half years ago into a solid IT strategy in order to be where we are today.

So, I'm pretty sure the role of IT post this special Covid-19 crisis has changed. And it will be more and more seen as one of the major levers where we need to drive proactive investments in order to enable the growth and the improvement in our services and capabilities for the future. So in this regard, there is one post Covid-19 effect which is positive. Hopefully, we'll see as a society more than one positive effect.

Helmut:

Yes. And I think we'll see that you continue to drive innovation at Siemens Healthineers like you have done in the past.

Thank you also for having shared those human aspects to this whole crisis that we are going through. And we thank you very much Dr. Stefan Henkel, the CIO of Siemens Healthineers, for having been with us on this panel and really appreciate your time. Stay safe. Staying safe at Siemens Healthineers is anyhow almost assured given the territory you are working in. Thank you so much.

Stefan:

Thank you Helmut for having the opportunity to discuss with you our partnership and to explain, based on our IT strategy, how we had been able to mitigate the special impacts of the Covid-19 crisis. And once more, thank you for this close collaboration and getting everything implemented, which has helped us to maintain business continuity during this special situation. So, also, from our side, a great partnership. Thank you very much.

Helmut:

Thank you, und vielen Dank.

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