Reimagining consumer wellness with Retail+Health

Consumers are looking for more human-centered, convenient, and cost-effective health and wellness experiences

91% of consumers are more likely to shop brands that recognize, remember, and provide relevant offers and recommendations.¹

49% of Latin American consumers say they'd walk away from a brand after one bad experience.²

43% of patients say wait time is the most frustrating part of visiting the doctor.³

65% of patients say transparency about the cost of healthcare services is critical or very important to their overall satisfaction.³

Retail+Health: Empowering better care, everywhere, for everyone

Convenience
Provide omnichannel access to health and wellness resources that fit consumers’ busy schedules and diverse locations

Cost
Drive cost savings and transparency through better care management, data management, and care team collaboration

Care
Create longitudinal health and wellness experiences by connecting and protecting consumer data

Security, Compliance, Consent, and Identity Management

Convergent industry benefits for retailers and providers

Retail benefits
• Greater customer connection and lifetime value
• New revenue streams
• Higher consumer pull-through

Shared benefits
• New business models and partnerships
• Improved consumer trust and loyalty
• Greater operational efficiency and agility
• Cross-promotional activities

Healthcare benefits
• Improved patient data insights and personalization
• Better care management and adherence
• Increased remote care opportunities

Microsoft Cloud for Retail

Connect your customers, your people, and your data

- Associate operations and collaboration
- Digital and smart stores
- Anywhere commerce conversion
- Loss and fraud prevention
- Multichannel fulfillment
- Integrated customer service
- Digital advertising
- E-commerce personalization
- Retail media
- Inventory management
- Shopper analytics

Microsoft Cloud for Healthcare

Deliver better experiences, better insights, and better care

- Personalized care
- Patient insights
- Continuous patient monitoring
- Care coordination
- Data interoperability
- Virtual care
- Clinical analytics
- Operational analytics
- Integrated customer service
- Care team collaboration
- Security & Compliance
- Improve Clinical and Operational Insights

Walgreens Boots Alliance puts customers first in its digital transformation journey

“...we’re opening up new possibilities for creating customer journeys that put the individual customer at the center of the experience, without limitations.”

– Francesco Tinto, Global CIO

Get started on your retail health journey
Contact your account manager to sign up for an envisioning workshop or whiteboarding session

Learn how Microsoft’s cloud capabilities power retail health services
Download our retail health whitepaper

Unlock retail health’s limitless possibilities
Sign up for the Microsoft Cloud for Retail public preview today
See if the Microsoft Cloud for Healthcare is right for you

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