Internship at
PricewaterhouseCoopers, Mumbai

By

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MBA Hospital and Health Management

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Internship Report is provided under the following headings

1. Introduction
2. Goals of internship
3. Organizational profile
4. Services provided by organization

Introduction

This report is a short description of my second internship carried out as compulsory component of the MHA. The internship was carried out within the organization PricewaterhouseCoopers (PwC) in 2017.

Goals of internship

At the beginning of the internship I formulated several learning goals, which I wanted to achieve:

1. To understand the functioning and working conditions of organization,to see what it is like to work in a professional environment,
2. To use my gained skills and knowledge,
3. To see what skills and knowledge I still need to work in a professional environment,
4. To get a detailed understanding about the healthcare industry and its various aspects (operations, finance, PPP, risk management etc.)
5. To learn about research methodologies (field methods/methods to analyze data)
6. To get fieldwork experience/collect data and merge it into one and get conclusion,
7. To get experience with people from different culture,
8. To enhance my communication skills,
9. To build a network.

This internship report contains detailed description of the organization profile and the various services provided. It also gives a glimpse about the projects undertaken by PwC Healthcare India.

Organization profile

PricewaterhouseCoopers (PwC) is a multinational professional services network headquartered in London, United Kingdom.With a total revenue of $35.4 billion in FY2015, PwC network of firms have a widespread global reach,deliveringservices in Assurance, Tax and Advisory. PwC has Global presence in 157 countries, 756 locations, with more than 208,000 people.

India presence

PwC is one of India's largest and oldest professional services firms with a history of over 130 years. In Indiathe offices are spread over 8 cities with 224 partner and 12000 people working with the firm.

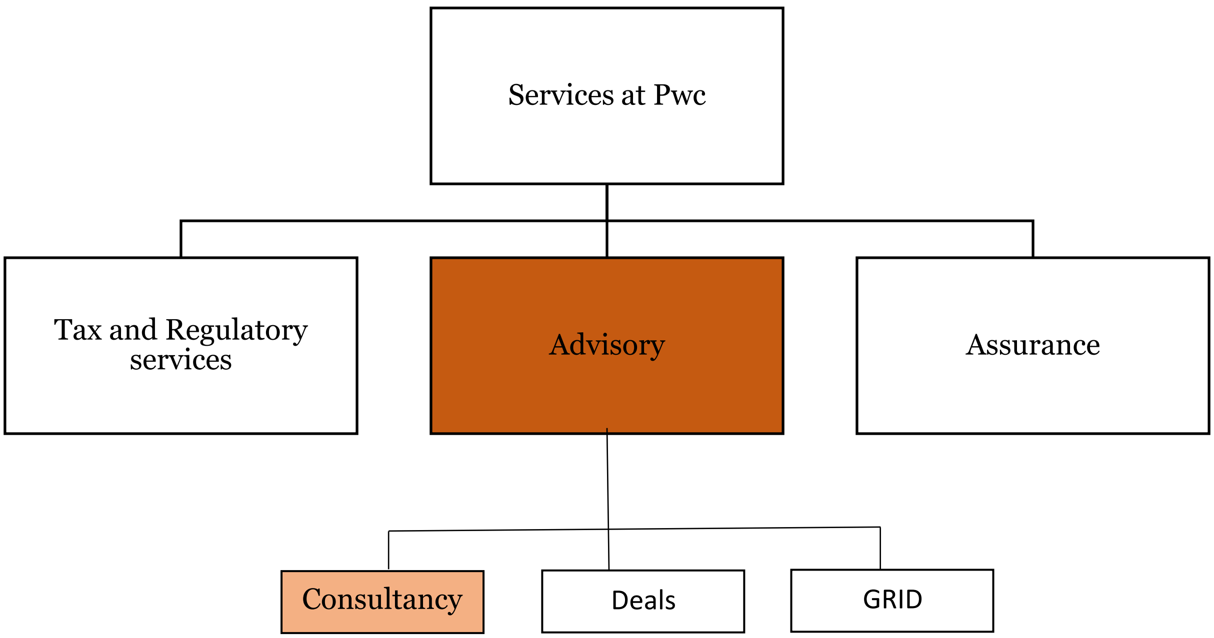
PwC Clients

- PwC India's clients range from some of the world's largest multinationals to many small and medium-sized enterprises.
- PwC India also works very closely with government and public sector companies, providing a wide spectrum of services.

Awards and Recognitions

- In 2015, brand finance ranked PwC as the second most powerful global brand.
- In FY15, PwC firms provided services to 418companies in the Fortune Global 500 and 443 in the FT Global 500
- PwC was ranked as the second most attractive employer and first among professional services Universum's 2015 'World's Most Attractive Employer' ranking.
- In several 2015 IDC Marketscape reports, PwC was rated as a leader in strategy consulting(worldwide) and a leader in business consulting(worldwide, Asia pacific and EMEA)
- Strategy &, a part of the PwC global network, has been named the Best Global Firm for Enterprise Strategy by Wealth & Finance INTL Magazine.
- PwC's Consulting practice has been consistently ranked at the top by clients and partners. Our most recent awards include the prestigious president Club award for Microsoft Dynamics AX and the SAP best implementation of the year award for the most innovative and complex implementation of an accounts payable Optimisation solution
- The Global tax Monitor recognizes PwC as the leading tax adviser globally, by reputation, with a very strong lead over the competition
- PwC has a state-of-the-art center for forensic technology and Analytics in Gurgaon. The facility provides a secure environment to handle enormous volumes of data
- PwC is India's leading tax firm with its partners figuring among the world's most prominent tax advisors, according to the International tax Review.

<u>What services does PwC provide?</u>



Advisory

Advisory practices helps analyze strategy, structure, people, processes and technology across business. From strategy through execution, it enables clients to close the gaps between ideas and results, to deliver custom solutions and successfully navigate complex business situations.

Advisory services further comprise the following strategic business units:

1. Cyber Security
2. Customer Impact Consulting
3. Digital
4. Forensics
5. Financial Risk Management
6. Government & Public Sector
7. Licensing Management & Contract Compliance
8. Management Consulting
9. Strategy
10. Sustainability
11. Technology Consulting

1. Corporate Finance & Investment Banking
2. Business Restructuring
3. Transaction Services
4. Valuation
5. Deals Strategy
6. Delivering Deal Value

Deals

Advisory

Consultancy

Management consulting

1. Finance effectiveness
2. Operations
3. People and organization

Responsible Business advisory

1. Corporate Social Responsibility Advisory
2. Environment & Social Risk Advisory
3. Sustainability and client change Advisory

GRID

1. Agriculture & Natural Resources
2. Capital Projects
3. Energy, Utilities & Mining
4. Infrastructure
5. Public Finance & Economics
6. Social Sector
7. Water & Urban

Technology consulting

1. Application Technology
2. Data Analytics Technologies
3. IT function
4. Transformation & IT infrastructure
5. Microsoft
6. Oracle Apps
7. SAP
8. Financial service Technologies

Industry focus

Carried out project under this line of service

Various industry sector PwC works with

- Capital projects and infrastructure
- Pharma and life sciences
- Automotive
- Power and Mining
- Entertainment and Media
- Healthcare
- Technology
- Aerospace & Defense
- Financial services
- Industrial manufacturing
- Government
- Retail and consumer
- Private Equity
- Telecom
- Oils & gases

Healthcare Consultancy in PwC INDIA

Healthcare Consultancy deals with

1. Strategy and Planning

- Healthcare strategy
- Feasibility analysis
- Target operating models
- Market entry strategy
- Innovative business models
- Strategy execution
- Growth strategy

2. Finance Advisory

- Private equity raising
- Merger & Acquisitions strategy and process evaluation
- Financial, commercial and tax due-diligence
- Equity and asset valuation
- Buyer side due diligence
- Carve out and divestment support
- Operational due diligence
- Synergy development and review

3. Operations Transformation

- Financials & Hospital Productivity

- Patient Safety , Quality and Satisfaction
- Resource Management
- Performance Management
- Tactical Cost Reduction
- Regulatory Compliance audit
- Qualitative and Quantitative Diagnostics
- Business Process Improvement
- Continuous Improvement
- Change Management
- Operations optimization

4. Government and PPP

- Policy development and regulatory reforms
- Institutional strengthening and capacity building
- Social insurance schemes
- Public private partnerships
- Accounting and financial
- management systems
- Feasibility studies
- Financial advisory and re-engineering and performance improvement
- Human resource development
- Change management and organizational development

5. People and Change

- Performance management
- Organizational structure and design
- Workforce planning
- Rewards and benefits
- Post-merger integration
- HR strategy and effectiveness
- Metrics and benchmarking
- HR policies and processes
- Change management and communication
- Talent assessment
- Learning and capability development
- Framework and tools for sourcing and selection
- Employer branding
- Technology and automation

6. Information technology

- eHealth Strategy
- Healthcare IT Strategy & Architecture
- IT Systems Review
- Business Applications
- Business Intelligence, Information Management & Data Analytics

- Business Systems Integration
- Emerging Technology Propositions
- Vendor Evaluation
- IT Infrastructure and Network
- Enterprise Risk Management
- Offshore Deployment

7. Risk management

- Business Resilience
- Business Controls Advisory
- Internal Audit
- Compliance Risk Management
- IT Risk Management
- Financial Risk Management

8. Financial Effectiveness

- Risk and Compliance control
- Finance strategy
- Cost Reduction and Revenue maximization
- Finance Function Transformation
- Performance Measurement

Thank you!!