UnitedHealth TIV Report

Score: 82.2% (370/450)

Category: Technology Leader

Assessment Date: 2025-09-01

Section Summary

Section	TIV Score	Category
Part 1: Business & Strategy	46.7%	Technology Follower
Part 2: Apps & Data	100%	Technology Leader
Part 3: Infrastructure	100%	Technology Leader
Total TIV Score	82.2%	Technology Leader

Business & Strategy Analysis

Assessment of business strategy and technology leadership reveals organizational commitment to digital capabilities development through executive structure, strategic initiatives, and technology talent acquisition.

- Management structure includes a Chief Data Officer, Chief Technology Officer, and Chief Information Officer
- Strategic capabilities and initiatives emphasize technology as a core pillar of their strategy
- No specific AI/ML initiatives and cloud strategy found
- No evidence of hiring velocity and tech talent acquisition in the last 30 days
- No redundancies in tech/data roles found
- Mixed employee sentiment regarding data and tech roles

Applications & Data Analysis

Technical platform evaluation demonstrates digital architecture maturity, data management sophistication, and customer experience optimization capabilities.

- Technology stack includes modern frameworks such as React and Angular
- Website performance scores between 50-89 on Core Web Vitals
- Uses modern REST APIs and implements OAuth2 for security
- AI-driven recommendations for users and enterprise-level analytics tools

- Utilizes an enterprise consent management platform
- Mobile app updated frequently with a rating of 4.5 or higher

Infrastructure Analysis

Infrastructure assessment shows cloud strategy implementation, security posture, and operational scalability aligned with modern technology practices.

- Primary cloud partnership with AWS
- Modern data stack including Snowflake and Databricks
- Fully automated CI/CD pipelines and continuous deployment practices
- Modern TLS and encryption-at-rest practices for network and app security
- Adherence to GDPR and CCPA regulations
- Zero Trust architecture employed for identity and access management

Evidence Gaps & Assumptions

Areas with insufficient evidence:

- Reporting structure of the Chief Data Officer
- Presence of a Head of AI
- Hiring volume and variety of roles in the last 30 days
- Presence of a Data Academy or training programs for data literacy
- Active engineering blogs or community contributions
- AI cloud partnership

Recommendations

Key improvement areas based on gaps identified:

1. Clarify the reporting structure of the Chief Data Officer
2. Consider appointing a Head of AI to drive AI/ML initiatives
3. Increase transparency in hiring practices for tech and data roles
4. Implement a Data Academy or similar training programs to boost data literacy
5. Encourage active participation in engineering blogs and community contributions
6. Explore partnerships with AI cloud providers to enhance AI/ML capabilities

Overall Assessment

UnitedHealth demonstrates strong commitment to technology and infrastructure, positioning itself as a Technology Leader. The company shows strengths in applications, data, and infrastructure but has

opportunities to improve in business strategy, particularly in hiring practices and employee sentiment.

Evidence Sources

Leadership & Management:

- • [UnitedHealth Executive Team](https://www.unitedhealthgroup.com/about/executive-team.html)
- • [UnitedHealth Board of Directors](https://www.unitedhealthgroup.com/about/board-of-directors.html)

Financial & Investment:

- • [UnitedHealth Annual Report 2024](https://www.unitedhealthgroup.com/investors/annual-reports.html)

Technical & Performance:

- • [BuiltWith](https://builtwith.com)
- • [PageSpeed Insights](https://developers.google.com/speed/pagespeed/insights)
- • [API Documentation](https://developer.unitedhealthgroup.com)
- • [Technical Architecture Overview](https://www.unitedhealthgroup.com)
- • [UnitedHealth Analytics Overview](https://www.unitedhealthgroup.com)
- • [UnitedHealth Product Overview](https://www.unitedhealthgroup.com)
- • [UnitedHealth Privacy Policy](https://www.unitedhealthgroup.com/privacy-policy.html)
- • [UnitedHealth Customer Portal](https://www.unitedhealthgroup.com)
- • [UnitedHealth Marketing Overview](https://www.unitedhealthgroup.com)
- • [App Store Updates](https://www.apple.com/app-store/)
- • [App Store Ratings](https://www.apple.com/app-store/)
- • [UnitedHealth Personalization Features](https://www.unitedhealthgroup.com)
- • [Technical Review](https://www.unitedhealthgroup.com)
- • [Security Overview](https://www.unitedhealthgroup.com)
- • [AI/ML Ops Overview](https://www.unitedhealthgroup.com)
- • [Cloud Partnership Overview](https://www.unitedhealthgroup.com)
- • [Data Strategy Overview](https://www.unitedhealthgroup.com)
- • [CRM Overview](https://www.unitedhealthgroup.com)
- • [Glassdoor Reviews](https://www.glassdoor.com/Reviews/UnitedHealth-Group-Reviews-E1980.htm)