

HARMONIZING HEALTHCARE WITH AI



#BeingAIFirst | #HarmonyInHealthcare

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Smarter solutions for better outcomes with Infosys

From the creative arts to foundational code, every field has been touched by the resounding impact of generative AI. The potential to enhance innovation for revenue growth, streamline operations for cost efficiency, and drive personalized outcomes for customer engagement, lies untapped in generative AI and enterprises are ready to pull out all stops.

At Infosys, we harmonize the core operations of healthcare organizations by unleashing the potential of generative AI, taking transformations from scope to success. With our

tried-and-true strategies, we aim to streamline healthcare journeys — driving connected member and patient experiences, unifying disparate systems and bringing visibility through digitized business processes, smarter and faster. Our capabilities help new businesses to build from the ground up while also enabling established businesses to scale and grow on. Combined with the power of generative AI, we achieve harmony in the healthcare landscape, for payers, providers and members alike.

OUR FOUNDATIONAL PILLARS

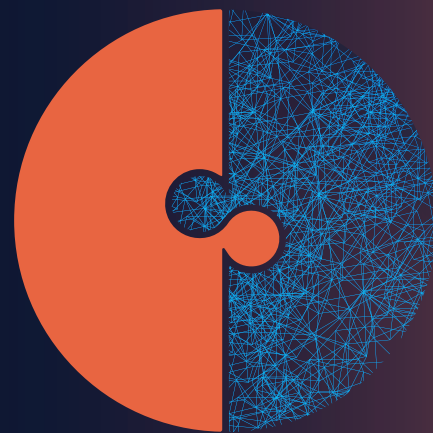


CONNECTING OUTCOMES WITH AI

Using AI to better connect systems, data points and stakeholders across complex healthcare value chains, Infosys helps drive technological innovation and consistency, support collaboration, generate better patient understanding and experiences, and improve care quality for members while predicting and managing health care costs and optimizing financial resources across the healthcare spectrum.

UNIFYING SYSTEMS WITH AI

Only a small fraction of healthcare data is analyzed and even less is utilized. To help healthcare organizations derive the most value from their AI investments, Infosys standardizes, integrates and optimizes the fragmented IT systems and operating processes that enable total interoperability and data access for all key stakeholders, providing value across the whole health journey.



DIGITIZING EXPERIENCES WITH AI

Infosys applies AI, skills and proprietary solutions to help clients solve complex technology challenges. Deploying a range of unique engagement, operating and implementation models thus enables digital change to happen at speed with control and less risk — synthesizing systems, data and people to deliver a more cohesive healthcare journey alongside business resilience.



MAPPING YOUR GENERATIVE AI JOURNEY

From the first small step to scaling beyond the horizon



Our AI-first offering, Infosys Topaz, facilitates accelerated business value for healthcare enterprises while addressing existing considerations and further impact.

EMPOWER YOUR AI ASPIRATIONS

OUR CAPABILITIES



Pre-trained AI models;
10+ platforms



10,000+ AI-first Specialists
and Data Strategists



'Responsible by design'
approach to ethics, trust,
privacy, security and
compliance



Adopting Generative
AI at Scale

BLUEPRINT YOUR AI-READINESS

OUR OFFERINGS

AI PLAYBOOKS

- Model Selection • AI Evolution Model
- LLM Implementation Patterns
- RAI framework • Use Case Catalog

PLATFORMS AND TOOLING

- Applied AI Platform • AI Cloud
- Pandit • Cortex2 • LEAP • LEAD
- Knowledge Studio • Digital Brain

PARTNER ECOSYSTEM

- 10+ Strategic Partners

KICKSTART YOUR AI JOURNEY

OUR APPROACH

ENVISION

- Define the problem, PoC scope, desired output and evaluation criteria
- Prioritize use cases based on impact, value, effort required, and risk
- Identify ethical and legal considerations

DESIGN

- Identify data source(s), data collection, data cleansing and validation
- Model research and selection
- Identify development tools, libraries and frameworks
- Define security guardrails

DEVELOP AND VALIDATE

- Develop solution iteratively – prove hypothesis/ PoC objectives
- Prompt engineering/ refinement
- Model fine-tuning (as applicable)

DEPLOY AND MONITOR

- Deploy the solution (and fine-tuned model if applicable)
- Implement monitoring and feedback loop
- Validate and test model performance

UNLOCKING VALUE

Success stories of the AI-First healthcare enterprises to come

AI IN PAYER CUSTOMER SERVICE

Capture and summarize call notes for customer service agents, enabling them to be fully engaged with members and reduce average handling times

For a US-Based national health insurance company

AI IN CUSTOMER EXPERIENCE

Improved search experience for users to lookup information across knowledge bases (ServiceNow, Sharepoint etc.)

For a British multinational pharmaceutical company

AI IN CLINICAL RESEARCH

Automated generation of Safety Narrative for adverse events reported in clinical trials

For a US-Based pharmaceutical company

AI IN DEVELOPMENT

Generate user stories
Code completion
Test case generation
Code conversion (T-SQL to ANSI SQL)

For a US-based healthcare provider

AI IN MARKETING

Proofread marketing content to adhere to DEI guidelines

For a US-Based not-for-profit health insurance company

AI IN QUALITY ENGINEERING

Generate test scripts for SAP S/4 implementations, check for uniqueness, and Dedup test cases

For a Swiss multinational healthcare company

LET'S HARMONIZE HEALTHCARE TOGETHER WITH AI

Infosys Topaz is uniquely placed to deliver complex end-to-end digitization smarter and faster, empowering every AI-first journey in the healthcare ecosystem.

Contact us to learn how we can help you connect streamlined healthcare journeys, patient outcomes and business value with AI.

Infosys Topaz is an AI-first set of services, solutions and platforms using generative AI technologies. It amplifies the potential of humans, enterprises, and communities to create value. With 12,000+ AI assets, 150+ pre-trained AI models, 10+ AI platforms steered by AI-first specialists and data strategists, and a 'responsible by design' approach, Infosys Topaz helps enterprises accelerate growth, unlock efficiencies at scale and build connected ecosystems. Connect with us at infosystopaz@infosys.com.

For more information, contact askus@infosys.com

Infosys[®]
Navigate your next

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