A Leading Global Healthcare Provider Improves Patient Outcomes Through Trustworthy AI, Reducing Costs by 75%

Enterprise-grade AI adoption strategy to enhance patient data security, regulatory compliance, and operational efficiency

The Client

This client is a leading US-based global healthcare provider specializing in cross-border medical services and workforce health compliance. With 2000+ employees spread across multiple regions, the organization handles millions of patient records and international workers' medical data.

The Challenge

The client faced data security and compliance challenges with sensitive patient health data despite implementing AI. They wanted to leverage a reliable and effective enterprise-grade AI adoption strategy with data consolidation and modernization for accelerating medical data processing and ensuring full compliance across multiple geographies.

- **Disparate Data Sources:**
  The client's existing patient records were distributed across multiple applications (or silo systems), leading to data duplication and security risks.

- **Insecure Patient Data:**
  With data stored across multiple applications, the client risked unauthorized data access which meant privacy violations and regulatory non-compliance (HIPAA, GDPR, HITECH).

- **Operational and Infrastructure Limitations:**
  The client's existing unstable IT systems posed a 90% downtime risk, while inaccurate AI predictions and regulatory challenges limited AI adoption.

- **Lack of AI Governance:**
  Without a structured AI governance framework, the client struggled to scale AI securely, ensure fairness, and maintain trust in AI-driven patient diagnosis and treatment.

Scattered data across siloed systems, increasing security risks

Unauthorized data access leading to privacy and regulatory violations

Unstable IT infrastructure, risking 90% operational downtime

Lack of AI governance, preventing trust in AI-based decisions

The Solution

Damco, in partnership with Cloud Lighthouse, proposed leveraging their Trustworthy AI Framework and adoption strategy to establish a secure, reliable, scalable, and regulatory-compliant AI ecosystem. This helped the client make wise AI investments in securing patient data with a high degree of trust while ensuring compliance and mitigating data risks.

AI Strategy & Governance Roadmap Development

- Damco's Microsoft MVP team defined a clear AI adoption strategy, establishing the vision, governance structure, and a step-by-step roadmap to developing an AI solution that they could trust.
- The team implemented a structured AI governance framework to ensure compliance with HIPAA, GDPR, and other healthcare regulations across multiple regions.

Regulatory Compliance & Governance

- The Microsoft MVP team of consultants crafted AI-driven international healthcare compliance standards, reducing manual processing time by 40%.
- Damco's AI & Strategy team developed explainable AI models to improve the transparency and auditability of AI-powered patient assessments, ensuring trust in AI decision-making.

Data & Application Modernization

- Damco's team helped restructure the data and application landscape to safely support AI, consolidating disparate and unstructured patient records into a secure, centralized system.
- The data team minimized data duplication and unauthorized access risks by introducing strong data security protocols and access controls.

IT Audit & Infrastructure Optimization

- Damco's AI experts optimized the client's existing IT infrastructure, cutting AI development costs by 75%, while stabilizing their systems to mitigate potential downtime risks.
- The team introduced guided engineering and AI training, enabling the client's in-house team to bridge technical knowledge gaps and scale AI with confidence.

The Benefits

By implementing Trustworthy AI, the client was able to build a secure, scalable, and fully compliant AI ecosystem that can be trusted for enhancing patient care, optimizing operations, and facilitate wise AI-based decisions.

- A composable, future-ready, and scalable AI ecosystem that adapts to evolving healthcare needs
- Accelerated decisions with instant access to patient insights for leadership teams
- A 40% cut in manual data processing time, enabling staff to focus on patient care
- A secure, governed AI system that improves diagnostics and saves lives

- A 75% reduction in development costs through efficient AI governance and infrastructure
- AI-driven workforce optimization, aligning worker skills with country-specific job requirements
- Automated compliance checks ensuring AI outputs are 100% reliable, accurate, and aligned with privacy and personal health data regulations

Let's Build Your Trustworthy AI Solution

[**Connect with Our Trustworthy AI Team**]

About Damco

Damco Solutions is a trusted technology and digital transformation partner for businesses around the globe. We engineer software products, create new digital experiences, modernize applications and automate business processes for greater agility and business growth. With three decades of leadership in software engineering and digital solutions, our mission has remain constant - complete client success.

Contact us for more information on Damco's Offerings.

- +1 609 632 0350
- info@damcogroup.com
- https://www.damcogroup.com/

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