Korcomptenz

Next-Gen Healthcare with Agentic AI

Automate Insights and Drive Efficiency
with our Agentic AI solutions

The healthcare industry is evolving rapidly, with rising patient expectations, operational complexities, and regulatory demands shaping its future. To stay ahead, organizations must enhance efficiency, streamline workflows, and deliver seamless, patient-centric care.

Agentic AI is revolutionizing how healthcare organizations operate—automating insights, optimizing workflows, and enhancing decision-making to drive efficiency and better patient outcomes.

Transforming Healthcare with Agentic AI

Healthcare leaders face increasing pressure to improve efficiency while delivering seamless, high-quality care. Key challenges include:

- **Overburdened healthcare staff** managing repetitive tasks
- **Fragmented data systems** limiting real-time decision-making
- **Gaps in patient engagement** and care accessibility

Agentic AI bridges these gaps by automating workflows, extracting real-time insights, and enabling **intelligent, autonomous decision-making** across the healthcare ecosystem.

Key Strategies for AI-Driven Patient Engagement

Create Connected Experiences at Every Point of Care

- Deliver seamless, omnichannel interactions
- Enable on-demand access to health information, appointment scheduling, and care coordination.

Personalize Patient Engagement with Unified Data

- Develop a 360-degree patient view by integrating data from EHRs, wearables, and patient-reported outcomes.
- Use AI-driven insights to tailor communication, preventive care recommendations, and treatment plans.

Boost Productivity and Reduce Staff Burden

- Automate administrative tasks including appointment reminders and follow-ups to free up staff for higher-value interactions.
- Provide actionable insights to care teams to improve coordination and responsiveness.

Healthcare Reimagined: The Role of Copilot and Agentforce

Microsoft Copilot: Your AI-Powered Healthcare Assistant

Copilot acts as your AI Assistant, offering real-time insights, predictive analysis, and actionable recommendations—empowering faster, more accurate clinical and operational decisions.

What it does:

- **Clinical intelligence and personalization** – AI analyzes patient data and history to support early intervention and tailored care plans.
- **Enhances compliance and reduces risk –** Tracks evolving healthcare regulations, flags anomalies, and minimizes documentation errors.
- **Creates reports in seconds –** Summarizes patient data, clinical outcomes, and operational metrics automatically for faster decision-making.
- **Predicts healthcare trends –** Analyzes historical patient data and population health trends to help healthcare providers plan better and allocate resources effectively.
- **Works inside Microsoft apps –** Seamlessly integrates with Excel, Outlook, Teams, and healthcare platforms.

Agentforce: AI-Powered Automation for Healthcare Operations

Agentforce uses AI-powered autonomous agents to streamline workflows, enhance patient engagement, and reduce operational burden—so caregivers can focus on what matters most: patient care.

What it does:

- **Automates manual tasks –** Speeds up patient onboarding, appointment scheduling, claims processing, and medical documentation.
- **Improves patient interactions -** AI-powered chatbots handle patient queries 24/7, providing instant responses and improving patient satisfaction.
- **Predicts care needs –** Helps healthcare providers offer personalized care plans and interventions at the right time, improving outcomes.
- **Detects fraud in real-time –** Detects suspicious activity in billing, insurance claims, and patient data breaches before they escalate.
- **Optimizes healthcare operations –** Manages staff allocation, resource utilization, and patient flow based on real-time demand and operational needs.

How Korcomptenz Supports Your AI Journey in Patient Engagement

At Korcomptenz, a Microsoft and Salesforce partner, we understand that successful AI adoption requires more than just technology—it demands a strategic approach aligned with your organizational goals and tailored to your specific needs.

We implement and customize:

- ▶ Microsoft Sales Copilot
- ▶ Microsoft Service Copilot
- ▶ Microsoft Security Copilot
- ▶ Microsoft Fabric Copilot for Data Science and Data Engineering
- ▶ Microsoft Copilot Studio
- ▶ Azure Cognitive Services

Build tailored AI agents aligned with your needs:

- ▶ Service Agent
- ▶ Sales Development Representative (SDR) Agent
- ▶ Sales Coach
- ▶ Personal Agent
- ▶ Campaign Agent
- ▶ Salesforce Einstein and Agentforce

By partnering with **Korcomptenz**, healthcare organizations can accelerate their AI journey, transforming patient engagement into a competitive advantage while delivering better care experiences.

Key Services and Supported Technology Platforms

- 🔴 Connected Marketing
- 🔴 Technology Architecture and Strategy
- 🔴 User Experience and Design
- 🔴 Customer Journey Engineering
- 🔴 Implementation and Development
  - Healthcare Services Websites
  - Custom Applications
  - CRM Platforms
  - Data Warehousing and Analytics
  - Agentic AI
- 🔴 Testing Services
- 🔴 Managed Services
- 🔴 Analytics and Reporting

Power BI	Dynamics 365	Dynamics 365 Customer Engagement
Microsoft Fabric	sitecore	Dynamics 365 Customer Service
Copilot	salesforce	salesforce sales cloud
Adobe	ACQUIA	Microsoft Dynamics 365 Customer Insights
Kentico	servicenow	salesforce service cloud
.NET Java Laravel		salesforce marketing cloud

Getting Started with Korcomptenz

Take Our Accelerated AI Readiness Assessment to assess your enterprise readiness for Gen AI adoption, including:

- ▶ Overall data and analytics maturity
- ▶ AI adoption strategy aligned with business objectives
- ▶ Critical improvement areas across the data and analytics value chain
- ▶ A business value-driven implementation roadmap that helps achieve your AI-first vision rapidly

Connect with our experts today and accelerate your AI journey in healthcare.

Contact Us

Korcomptenz

Korcomptenz is a total technology transformation provider that partners with clients to improve their digital experience and insight. We unlock the power of technology in the areas of ERP, CRM, infrastructure management, cloud, data and AI to empower our clients with intelligent and experiential solutions. We #FocusOnYou

Discover how we #FocusOnYou at www.korcomptenz.com

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