Infosys topaz AI Next



Driving Operational Intelligence for a Leading Healthcare Organization

How Infosys Topaz AI Next turned workflow data into evidence-based insights, helping a leading healthcare organization identify high-impact improvement opportunities and drive measurable value.

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AT A GLANCE

Data-driven insights. Measurable opportunities. Smarter transformation decisions.



THE CONTEXT

A leading US healthcare organization manages high-volume clinical operations across multiple systems and thousands of users. Limited objective insight into how this work was actually performed made it difficult to prioritize improvement investments.

THE APPROACH

Infosys Topaz AI Next, a unified AI platform, delivered data-driven visibility into multiple business operations and enabled evidence-based transformation decisions.

THE SCALE

From a focused pilot on a single workflow to 250 users across prior authorization, appeals & case management platforms.

THE OUTCOME

More than $200K in annualized optimization opportunities uncovered in a single workflow, enabling evidence-based transformation decisions.

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01 The Business Problem

SECTION 01

Clinical operations in healthcare are inherently complex. These processes are **high-volume, manually intensive, and often span multiple interconnected systems**, which creates a familiar set of challenges for large healthcare organizations.

CLINICAL OPERATIONS

01	02	03	04	05
Prior authorization	Specialty pharmacy intake	Clinical document review	Appeals	Claims adjudication support

01
Limited visibility into how work is performed

Teams relied on self-reporting and anecdotal feedback rather than objective data on task execution.

02
Complexity across systems and lines of business

Medical, pharmacy and Medicare operations each follow distinct rules, drug categories and review criteria. A single process can span several systems, and inefficiencies within any one of them go undetected when each is assessed in isolation.

03
Absence of a standard way of working

Across a workforce of this size, similar tasks were performed in different ways between teams and functions, such as medical benefit and oncology. Without a clear view of actual execution, non-standard methods were difficult to identify and processes difficult to validate.

04
Compliance and rework exposure

In a regulated environment, errors such as the incorrect rejection of prior authorization requests generate rework and appeals, while deviations from standard methods heighten compliance risk.

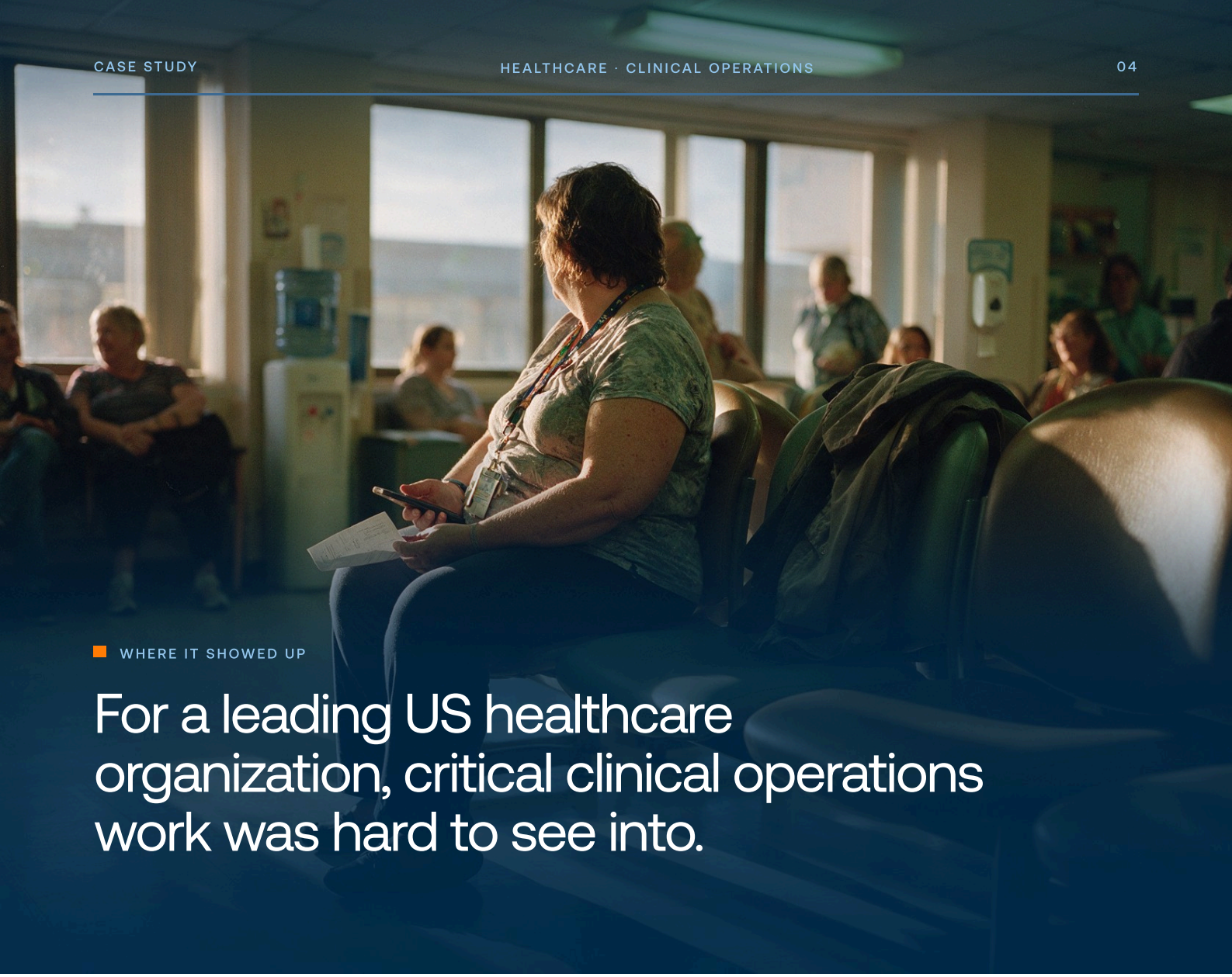
05
Automation opportunities remain unidentified

Where processes are not clearly understood, the steps best suited to automation cannot be reliably identified. Opportunities are overlooked, and automation decisions rest on assumptions rather than evidence.

COMMON ACROSS CLINICAL OPERATIONS

- High-volume
- Manually intensive
- Span multiple interconnected systems

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WHERE IT SHOWED UP

For a leading US healthcare organization, critical clinical operations work was hard to see into.

THE GAP

For this US healthcare organization, these challenges were most evident across its clinical operations processes, including prior authorization, appeals and case management. This work is critical to timely patient care and regulatory compliance, yet the organization had limited objective insight into how it was performed.

It required a fact-based understanding of how this work was actually being performed across teams and systems before it could confidently prioritize where to invest in standardization and automation.



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02 The Solution

SECTION 02

The organization leveraged **Infosys Topaz AI Next**, with its Value Discovery module playing a pivotal role in providing data-driven visibility into multiple business operations such as prior authorization, appeals, case management, etc. By capturing granular task-level user activity and process execution data across clinical operations workflows, the organization established an objective baseline of operational performance and identified opportunities for improvement.

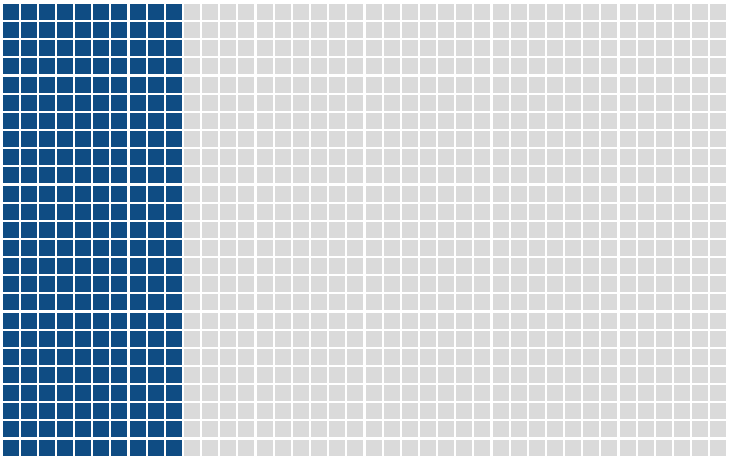
WHAT WAS MEASURED

- Handle times
- User effort
- Compliance adherence

HOW IT WORKED

01	02	03	04	05
Capture	**Baseline**	**Identify**	**Prioritize**	**Scale**
Granular task-level user activity and process execution data	An objective baseline of operational performance	Bottlenecks, inefficiencies and compliance opportunities	Standardization initiatives and stronger business cases	From one pilot workflow to 250 users on multiple platforms

FROM PILOT TO SCALE



250
Users across prior authorization, appeals & case management platforms

1,000+
Users in the clinical operations organization performing similar work



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SECTION 03

03 Key Benefits

01

Improved Operational Visibility

Captured detailed workflow execution data across multiple platforms, providing objective visibility into process performance and user activity.

02

Identified Data-Backed Improvement Opportunities

Uncovered process bottlenecks, inefficiencies, and compliance improvement opportunities through workflow analysis.

03

Enabled Evidence-Based Transformation Decisions

Equipped leaders with objective insights to prioritize process improvement initiatives and transformation investments.

04

Established a Scalable Improvement Model

Expanded from a pilot deployment to multiple platforms and processes, creating a repeatable framework for continuous operational improvement.

05

Intuitive User Experience

Provided business users with an easy-to-use way to capture and review the business process maps without deep technical expertise.

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NEXT STEP

Ready to turn workflow data into measurable value?

Discover how Infosys Topaz AI Next can uncover optimization opportunities across your operations.

REACH OUT TO US AT

contact@edgeverve.com

Infosys topaz AI Next

Infosys Topaz AI Next is an AI-first business operations platform designed to orchestrate and transform enterprise operations at scale, help unlock digital-native performance, and accelerate the journey toward autonomous enterprises. Infused with next-generation AI capabilities, it powers EdgeVerve's portfolio of curated industry solutions, helping enterprises move beyond AI experimentation to sustained value realization, maximize ROI, and witness faster time to value at scale.
https://www.edgeverve.com/ai-next/

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