

Unlocking 40% Productivity Gains & 50% Lower TCO: Modernizing AMS for Healthcare

How Brillio's AI-Led Framework Improves System
Uptime, Reduces Cost, and Enhances Patient and
Provider Experiences



Why AMS Needs to Evolve Beyond Uptime

In healthcare, every delay matters – whether it's a lag in syncing EHR data, an outage in a patient portal, or a diagnostic delay caused by a broken integration. As systems grow more interconnected and regulatory demands rise, the pressure to optimize performance while safeguarding PHI and ensuring HIPAA compliance is accelerating. Nearly 33% of healthcare leaders now cite cost optimization as a top priority, even as IT complexity continues to increase across clinical, administrative, and virtual care environments.

Despite investments in AI and modernization, many healthcare organizations still rely on siloed applications, fragmented workflows, and reactive operations. Observability is limited, diagnostics and access management remain disjointed, and care teams often lack the real-time system visibility needed to act before issues affect patient care.

Meeting this challenge demands more than better monitoring – it requires a shift toward AI-led AMS: a unified, intelligent approach that connects EHRs and clinical systems, embeds real-time observability, and streamlines operations with automation, intelligence, and compliance built in.

In Healthcare, where system downtime and data delays can directly impact outcomes, organizations need AMS solutions that ensure reliability, compliance, and speed, without adding operational burden.

Brillio's Value Proposition: AI-powered AMS for Healthcare

Brillio reimagines AMS for healthcare by embedding automation, GenAI, and regulatory intelligence across IT operations. From EHR uptime to diagnostics monitoring and access control, our solution helps hospitals, payers, and care networks identify issues sooner, reduce manual remediation, and maintain secure, high-performing patient-facing systems.

Brillio's AMS platform allows healthcare organizations to modernize without overhauling existing platforms. Our modular, role-aware design improves resilience, compliance, and speed to resolution, with capabilities that include:

Tool-Agnostic Architecture – Our platform integrates with EHRs, telehealth platforms, scheduling systems, and claims engines, avoiding vendor lock-in and reducing total cost of ownership by up to 50%.

Integrated AI Engine – Trained on real-world healthcare operations data, Brillio's AI engine enables real-time anomaly detection, automated root cause analysis, and incident resolution, cutting issue resolution time by ~35%.

Persona-Based Intelligence – Dashboards and alerts are tailored, for example for IT teams, clinical informatics leads, or compliance managers, surfacing insights that accelerate decision-making and support day-to-day operational control.

Agentic AI Capabilities – GenAI-powered bots triage EHR errors, resolve diagnostics and sync issues, flag access anomalies, and execute SOP workflows, boosting productivity by up to 40% while maintaining HIPAA alignment and system integrity.



Brillio's tool-agnostic,
AI-powered AMS
framework improves
healthcare system
performance, ensures
regulatory alignment,
and delivers tangible
returns across the care
continuum.

Brillio's Capabilities: Purpose-Built for Healthcare Continuity and Personalization

Brillio brings intelligent automation and real-time observability to healthcare IT by integrating longitudinal patient data, diagnostic platforms, and HIPAA-compliant operations into a unified AMS foundation. Powered by industry leading orchestration frameworks and GenAI-driven bots, our solution connects EHRs, telehealth, and patient engagement tools, enabling proactive care, smoother operations, and enhanced digital health delivery.

With support for predictive diagnostics, self-healing issue resolution, and role-specific visibility, Brillio ensures providers can manage rising system complexity without compromising performance, compliance, or patient trust.

From patient data orchestration to diagnostic uptime and engagement platforms, Brillio helps healthcare organizations run smarter, faster, and more securely with AI-led AMS.

Streamlined Patient Data Management Across Systems

Healthcare organizations rely on a growing network of platforms – EHRs, pharmacy systems, patient portals, and claims platforms that must share data securely and in real-time. Brillio eliminates silos across these systems by orchestrating data flows with healthcare catalogs that provide composable architecture, ensuring seamless access across the continuum of care.

At the core is continuous telemetry – data signals captured from logs, access events, and system transactions across apps and APIs. Our AMS uses this telemetry to maintain real-time observability: tracking cross-system latencies, sync failures, or delayed record updates before they escalate into patient-facing problems. Agentic AI bots automatically triage and remediate issues like lagging patient record syncs or portal outages, keeping data moving and clinicians informed.



**Ensure real-time,
secure data movement
across EHRs, claim
systems, and patient
portals, improving care
coordination and
reducing clinical
friction.**

Enhanced Diagnostic Accuracy with AI Tools

Brillio integrates AI-powered diagnostic engines with observability layers that monitor the performance and availability of clinical decision support tools, imaging platforms, and patient monitoring systems. These systems generate vast volumes of structured and unstructured data, from lab results to symptom narratives, requiring precise handling for accurate decision-making.

Using industry standard real-time event processing and Brillio's GenAI capabilities, our AMS continuously monitors diagnostic latency, data gaps, or workflow interruptions. When an anomaly occurs, self-healing workflows are triggered to restore services or reroute tasks. Predictive models flag inconsistencies or diagnostic blind spots, helping improve accuracy and reduce clinical risk.

This allows healthcare providers to deliver safer, faster care, supported by reliable diagnostic tools that operate at peak performance.

Boost diagnostic reliability with real-time observability and self-healing workflows that keep decision support tools, imaging systems, and device integration running at peak performance.

Improved Patient Engagement Through Personalized Care Plans

Patient engagement depends on availability, responsiveness, and personalization, whether it's a telehealth session, a prescription renewal, or proactive health tracking. Brillio supports this by ensuring uptime and performance across engagement systems like virtual visit platforms, digital front doors, and personalized care apps.

Our AMS surfaces real-time insights from patient interaction logs and backend telemetry - tracking usage trends, service bottlenecks, and access errors. GenAI agents personalize the experience by recognizing recurring user issues and resolving them with contextual recommendations or automated interventions.

3rd party orchestration tools connects these touchpoints while maintaining HIPAA-compliant access policies, ensuring secure, seamless experiences. As a result, care teams can maintain meaningful digital engagement while optimizing workflows behind the scenes.



Support continuous, personalized patient experiences across telehealth and digital platforms by proactively resolving bottlenecks and enabling smarter, HIPAA-compliant engagement.

Unlocking Scalable Value Through AI-Led AMS

In Healthcare, uptime and compliance are essential, but in today's complex care delivery environment, they're no longer enough. Gaining a competitive edge means going beyond availability to enable integrated, intelligent operations that support clinical excellence, reduce friction, and scale securely across systems.

Brillio's AI-led AMS framework delivers measurable value across clinical, administrative, and digital health ecosystems. By embedding automation and self-healing workflows into EHR environments, patient engagement platforms, and diagnostic systems, we reduce manual burden and enable IT teams to focus on delivering better care, faster.

Our tool-agnostic architecture integrates seamlessly with EHRs, claims engines, scheduling platforms, and pharmacy systems – preserving existing investments while lowering long-term maintenance and compliance costs. Telemetry from patient interaction logs, device data, and system events powers real-time observability, enabling early detection of anomalies and fast, targeted remediation.

Whether it's resolving appointment system failures, improving diagnostic uptime, or ensuring HIPAA-aligned workflows, Brillio's AMS redefines IT as a proactive enabler of scalable, secure, patient-focused care.

What Enterprises Gain:

- **Up to 40%** boost in productivity through GenAI-powered automation
- **Up to 30%** reduction in operational costs via intelligent workflows and issue resolution
- **35% faster** triaging and remediation of system issues using predictive AI
- **Up to 50% lower** TCO through tool-agnostic integration with existing EHR and admin platforms
- **HIPAA-aligned** compliance workflows with audit-ready documentation and system traceability
- **Real-time**, persona-based dashboards tailored to IT, clinical informatics, and compliance leads

From 40% productivity gains to 50% lower TCO, Brillio's AI-led AMS transforms healthcare IT into a strategic engine for patient-centered innovation, compliance, and operational resilience.

ABOUT BRILLIO

Brillio is a digital technology services company that drives AI-first engineering and design-led experiences for global enterprises. Born digital in 2014, its consulting-led services span Customer Experience, Data & AI, Product Engineering, and Digital Infrastructure. With an industry-leading NPS of 71, Brillio accelerates time to market through its proprietary BrillioOne.ai platform, powered by AI-ready talent with deep domain expertise. Brillio is the official Digital Transformation Partner and the official Data and AI Services Provider of Atlassian Williams Racing. Brillio partners with leading technology providers including Microsoft, AWS, Google Cloud, Salesforce, Adobe, Databricks, and Snowflake and operates with 6,000+ “Brillians” across 15 global delivery centers. Consistently recognized as a Great Place to Work® since 2021, Brillio blends innovation, talent, and purpose to deliver measurable outcomes for clients and fulfilling careers for employees.



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