



Healing at Scale: How Infosys Enabled AI-Powered Precision and Operational Agility for a Global Healthcare Payer

WORK SAMPLE FOR TECHNOLOGY NICHE



Alt text: A blue, glowing, transparent capsule with intricate internal circuitry and light emanating from it, appears to be floating above a hexagonal platform.

From reactive service to predictive care—where data meets empathy.

A System Under Strain

For global healthcare payers, the pressure is relentless: spiraling admin costs, increasing regulatory demands, rising member churn, and the ever-louder call for personalized care. Legacy systems and fragmented data often turn this into a game of patchwork rather than progress.

That was the reality facing a leading global healthcare insurance provider—until Infosys stepped in to redefine the future of payer services through AI-first thinking, cloud transformation, and data orchestration.

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The Problem: Fragmented, Costly, and Impersonal

Serving millions across multiple geographies, this healthcare payer faced serious challenges—from outdated, siloed systems and manual claims processing to low member engagement and limited fraud detection. As digital-native competitors gained ground with personalized experiences, the need for change was urgent. The goal: shift from a transactional model to a member-centric, intelligence-driven powerhouse.



Alt text: A healthcare professional looks down at a transparent, glowing tablet displaying holographic medical data.

Apollo Telehealth aims to overcome these hurdles by building digital infrastructure that delivers urban-quality medical care to even the most remote corners.

The Challenges: Complexity in Every Layer

1. **Data fragmentation** across legacy platforms and third-party vendors
2. **Resistance to change** within operational teams reliant on manual workflows
3. **Security & compliance** with HIPAA, GDPR, and regional data privacy laws
4. **Integration difficulties** with entrenched core systems for billing, claims, and CRM
5. Need for **scalable AI/ML deployment** without breaking the infrastructure



The Solution: Infosys Orchestrates a Digital Health Renaissance

Consulting + Strategy: Vision Meets Roadmap

Infosys began by deploying its AI-first framework via Infosys Topaz, mapping the client's digital maturity and laying out a phased transformation plan. Through deep domain consulting, Infosys defined key impact areas across claims, care management, and member experience.

2. Technology Stack: Deep, Modular, Scalable

To enable transformation, Infosys deployed a multi-layered strategy blending AI, cloud, automation, and agile delivery. Predictive models flagged high-risk members, churn engines, and NLP bots enhanced retention and triage, while generative AI powered personalised communication. Infosys Cobalt facilitated cloud migration to AWS and Azure, with containerized microservices boosting scalability. Helix and Genome delivered a unified 360° member view by integrating medical, behavioural, and claims data. RPA automated key workflows, cutting errors and turnaround time. A hybrid agile squad model—with co-innovation labs, continuous feedback loops, and global experts—ensured rapid, seamless execution and improved outcomes at scale.

The Outcomes: From Claims to Care, Reimagined

Quantifiable Wins

The transformation delivered tangible results: claims processing time dropped by 40%, and fraud detection accuracy improved by 35%. Member churn decreased by 20%, while high-volume administrative costs were cut by 30–40%. Personalized health plans were launched faster, with new products going live in weeks rather than months. Most importantly, member satisfaction rose by 22%—driven by timely outreach and tailored communication.

Digital transformation isn't about automation—it's about attention.

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Qualitative Breakthroughs

Beyond the numbers, the organization achieved meaningful shifts. Real-time data enabled faster, more agile decision-making, while personalized touchpoints created a more empathetic member experience. Clinical support tools empowered care teams, and the payer was repositioned as a tech-enabled leader in modern healthcare coverage.

Conclusion: The Future of Healthcare Isn't Reactive—It's Predictive

Infosys didn't just help a payer go digital. It helped them become intelligent—able to anticipate needs, personalize services, and respond in real-time. Through cloud, AI, and automation, the payer transitioned from being a transactional entity to a trusted healthcare partner.

In an industry where every delay could cost a life, Infosys turned latency into insight, and data into action.

This isn't just transformation—it's Tata Motors building an adaptive, data-empowered, future-proof enterprise that moves as intelligently as the vehicles it creates.

For global payers staring down digital disruption, this case proves the future belongs to those who blend technology with trust, scale with empathy, and data with outcomes.



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