

Smart Healthcare

Document Imaging, Robotic & AI Digital Workplace Solutions

Have you encountered the following challenges?

1

High initial costs associated with AI automation, including infrastructure and training

2

Human errors occur when consolidating scattered paper documents and films into a radiology report

3

Multi-day delays in radiology reports preparation

4

High workload and time constraints hinder effective communication

5

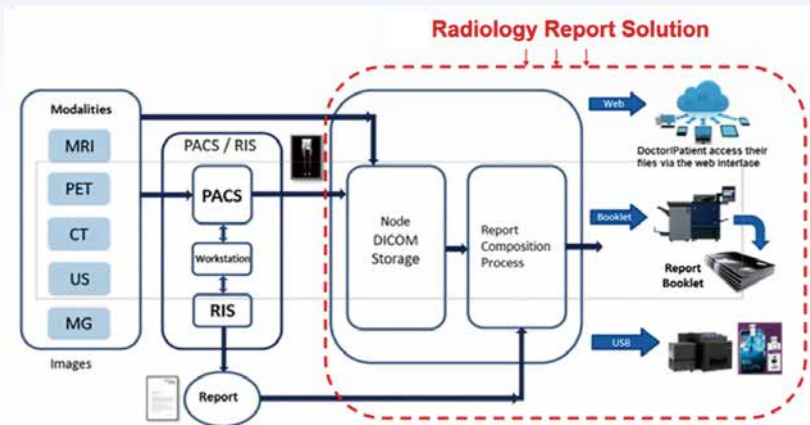
Growing demand for stricter hygiene in cleaning & disinfection

Our Solutions can address daily challenges in the following departments



Dynamic Ecosystem for Smart Healthcare

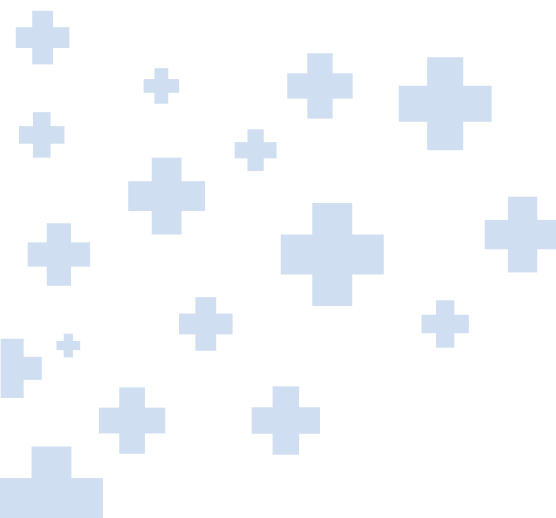
DICOM Print & Private Cloud Solution



- **High Efficiency:** Instantaneous DICOM consolidation
- **Quality Standard:** Film-comparable output quality
- **Easy Access:** Multi-device, anywhere availability
- **Integrity:** Intelligent patient data matching
- **Secure Sharing:** HIPAA-compliant electronic distribution
- **Simple Integration:** Compatible with MRI, CT, US, PET-CT systems

GO Smarter with AI Digital Workplace

- **Secure Your Sensitive Information:** Comprehensive cybersecurity solutions for both cloud and on-premises environments, including an Incident Management tool to Response, Readiness and Recovery - providing uninterrupted and reliable patient care and driving seamless operations
- **Real-time Collaboration Anywhere:** AI-powered communication platforms help you connect with patients and clinicians remotely, to save lives and improve quality of care anytime, anywhere
- **Level Up Your Data to Value:** With up to 80% of medical data being unstructured, Agentic RAG can think, learn, and respond - assisting you with AI-generated answers in a factual context





DMS Solution

- **Paperless Operations:** Centralized digital storage platform
- **Automated Processing:** New patient registration, medical history, records release
- **Efficient Retrieval:** Instant access to centralized records



Robotic Solutions & Services

- **Pharmacy Robot:** Automates and centralizes medicine handling to reduce workload and minimize human errors
- **Cleaning and Disinfection Robot:** Performs scheduled or ad hoc cleaning tasks to maintain high hygiene standards with consistent quality
- **Service Robot:** Enables telemedicine and video calls for remote patient care and easy communication with family
- **Delivery Robot:** Securely transports confidential patient reports and medicines across offices or floors
- **Industrial Robot:** Handles bulk deliveries like collecting used inpatient clothing and in-room food service



Case Sharing: Transforming Opportunity into Care

Background:

Our client, a publicly listed pharmaceutical company recognized for its medicine products, has adopted our managed service, CCaaS, to improve customer engagement, retention rate and generate new business opportunities through telemarketing.



Challenges:

- Strengthen customer-caring brand image
- Shift in consumer behavior
- Manpower shortage for outbound call
- Fragmented customer journey due to siloed data

Our Solution:

Build customer journey that nurtures genuine relationships.

Achieved almost 50% conversion rate by proactive follow-up calls with care.

Offer freebies upon registration

Engage & verify customers with caring calls

Deliver healthcare messages

Strategic and proactive follow-up

Invite meetings with healthcare professionals

Customer Values :

- Deliver caring message & identify potential customers via registration follow up call
- Attain higher and measurable ROI for campaign
- Flexible CS and Telemarketing team to support new marketing campaigns year-round, available 7x24 to drive business growth
- Uncover business insights via survey call
- Enhance customer retention rate and new customer development with our CCaaS



Why Konica Minolta?



Flexible Payment Model



Setup & Test



Customization



One-stop Transformation Partner



Professional Services

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