

HealthCare usecase

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🏢 Company	Hyro.ai

Intro

This is an example from my time as a **Senior Solution Engineer at Hyro.ai**, where I led the ambitious project of replacing a healthcare institution's traditional IVR system with Hyro's cutting-edge **Generative AI platform**.

Project Overview: Accelerating AI Adoption in Healthcare

My core assignment was to deploy Hyro's GenAI platform to a large healthcare institution, a complex entity comprising several hospitals and numerous clinics/practices. While the technical complexity of our solution itself was manageable, the aggressive **100-day timeline from contract signing to product launch** presented a significant challenge. This project demanded rapid execution across various phases, including:

- Spinning up the client-side project team.
- Gathering comprehensive business and technical requirements.
- Integrating two disparate information systems.
- Implementing defined use cases.
- Conducting thorough testing and User Acceptance Testing (UAT).
- Executing the final launch.

The client's infrastructure was considerably more complex than Hyro's, adding another layer of challenge to the swift integration. As the **Solution Architect** on this critical project, my overarching responsibility was to ensure seamless coordination across all teams and maintain constant stakeholder awareness of the project's status.

Tackling Key Challenges

The primary challenge was the **unprecedented 100-day deadline** for a comprehensive system replacement in a complex healthcare environment. This necessitated:

- **Expedited Stakeholder Alignment:** Rapidly identifying and engaging key client stakeholders to prevent project delays.
 - **Efficient Information Gathering:** Quickly extracting crucial business and technical requirements from a large, complex organization.
 - **Seamless System Integration:** Bridging the architectural gap between Hyro's platform and the client's more intricate infrastructure.
 - **Rapid Use Case Implementation & Testing:** Developing and rigorously testing AI use cases within an extremely tight timeframe.
 - **Maintaining Client Satisfaction:** Delivering a high-quality product that met expectations within the compressed schedule, even when not contractually bound by the 100-day limit.
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My Role and Responsibilities

As the Solution Architect, my role was pivotal in orchestrating every facet of the project. I was accountable for:

- **Team Coordination:** Ensuring all internal and client teams were well-coordinated and working in sync.
 - **Stakeholder Communication:** Keeping all stakeholders continuously informed about project status, risks, and milestones.
 - **Timeline Management:** Proactively identifying and mitigating potential delays to meet the aggressive 100-day deadline.
 - **Technical & Business Alignment:** Bridging the gap between technical implementation and business objectives, particularly in defining the MVP.
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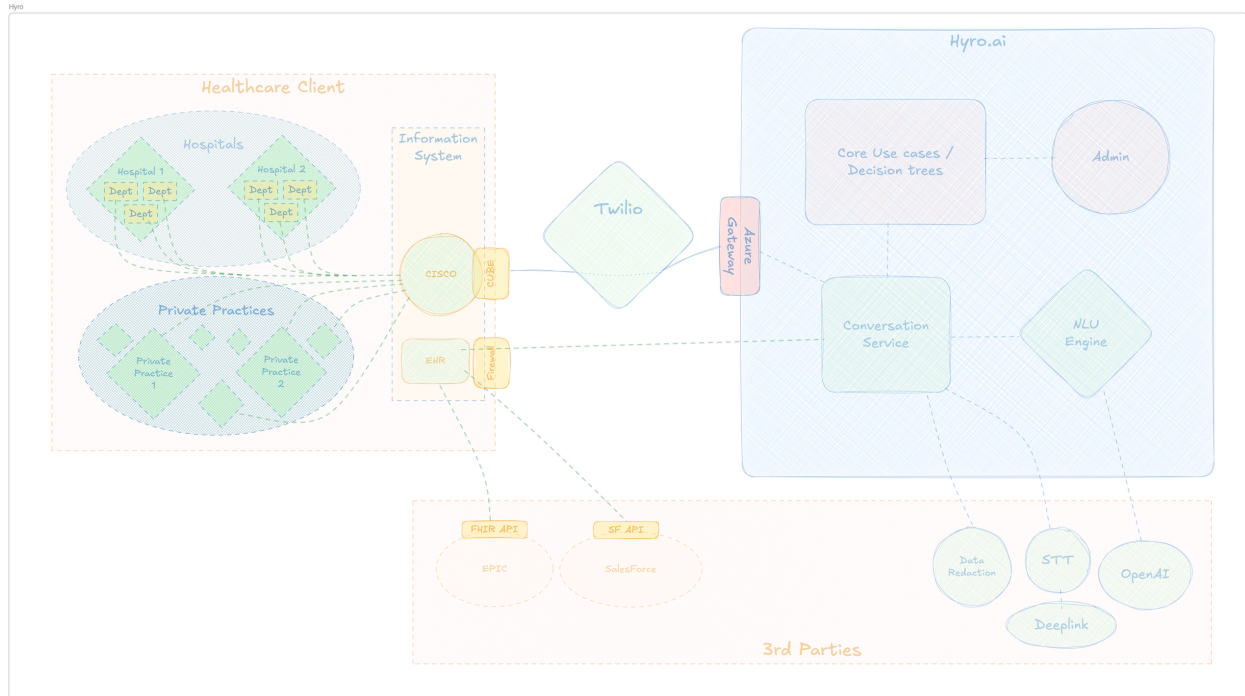
Project Journey: From Rapid Onsite to Record-Breaking Launch

My first crucial action, given the tight timeline, was to immediately identify the key stakeholders on the client side who held the power to expedite decisions and prevent delays. I established **weekly meetings** with them throughout the 100 days, collectively planning each use case's timeline and identifying necessary resources from both Hyro and the client to ensure successful task completion.

The outcome of these initial discussions highlighted the critical need for an **onsite workshop** to handle the initial setup: telephony integration, CRM integration, system of record integration, and establishing the warm handoff protocols. I meticulously planned this onsite visit, proposing the budget and identifying essential attendees, as well as those who could contribute remotely.

The onsite workshop proved even more productive than anticipated. Beyond successfully setting up the initial assistant configuration, I was able to empower a **core team of client testers** who committed to continuous testing of each feature and use case throughout the project. This proactive engagement was invaluable.

Following the initial setup, the focus shifted to implementing the defined use cases based on business requirements. Before each implementation, I scheduled **discovery meetings** with relevant Subject Matter Experts (SMEs) and our implementation team. During these sessions, I arbitrated discussions to define the **Minimum Viable Product (MVP)**, identifying and prioritizing corner/edge cases that could be postponed to a later enhancement phase. These deferred cases were thoroughly documented and formally accepted by the client, ensuring they wouldn't be lost track of.



Impact and Success

The project yielded exceptional results. Our team successfully launched the **MVP product in just 78 days from contract signing**, setting a new company record.

The client, although not contractually bound by the 100-day timeframe, was extremely satisfied, witnessing the positive impact of the AI assistant within a single quarter.

This project also had lasting internal benefits:

- **Standardized Processes:** The efficient process we developed for rapid initial setup was documented and standardized internally, becoming a blueprint for future projects.
- **Validated Strategy:** Hyro formally accepted the initiative of fast-tracking initial setups with onsite workshops, recognizing the significant ROI from increased client satisfaction.

However, not everything was a flawless success. A few weeks post-launch, intense monitoring by our team, in collaboration with the client, revealed an unexpected **increase in call volume to their PCC hotline** – a direct contradiction to one of the project's primary objectives. This issue was swiftly addressed after

coordinating with the client to identify the root cause and implementing a crucial configuration fix. This rapid response further solidified client trust and demonstrated our commitment to continuous improvement.