



# Case Study

## Healthcare Ops Copilot Agent



## ABOUT US

BlueArc Technologies is a leading provider of AI-driven business process automation, empowering organizations worldwide to achieve operational excellence.

We help businesses turn inefficiencies into growth opportunities, driving innovation through tailored, transparent automation solutions that deliver measurable results and sustainable impact.

## CHALLENGE

The hospital network struggled with fragmented systems for appointments, schedules, and resource tracking, causing delays in critical care. Manual coordination for emergencies and VIP patients led to missed SLAs and higher costs. Limited visibility into bed occupancy, staff utilization, and cost drivers made it difficult to maintain service standards.

Additionally, the absence of a unified interface prevented administrators from querying data, receiving recommendations, and executing actions seamlessly.

## COST OF NOT CHANGING

Without implementing automation, the organization risked:

- High operational overhead from manual scheduling and coordination.
- Poor patient experience due to delays in emergency and critical care.
- Data inconsistencies across EMR and scheduling systems.
- Lost revenue opportunities from missed SLAs and inefficient resource allocation.
- Reduced competitiveness as healthcare shifts toward AI-driven operational models.

## SOLUTIONS

We built and deployed a Healthcare Ops Copilot Agent in Microsoft Teams to streamline hospital operations—covering patient scheduling, doctor availability, resource allocation, and compliance reporting. It delivers instant answers, smart recommendations, and automated workflows, from checking ICU bed status and assigning emergency cases to updating calendars, notifying patients, and generating weekly operational insights—all in one unified interface.

## OUTCOME

The AI-powered Healthcare Ops Copilot Agent revolutionized hospital operations, achieving 40% faster emergency response, 30% fewer missed SLAs, saving 2 hours per admin daily, cutting operational cost variance by 15%, and reducing executive reporting time by 55% through automated insights.



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