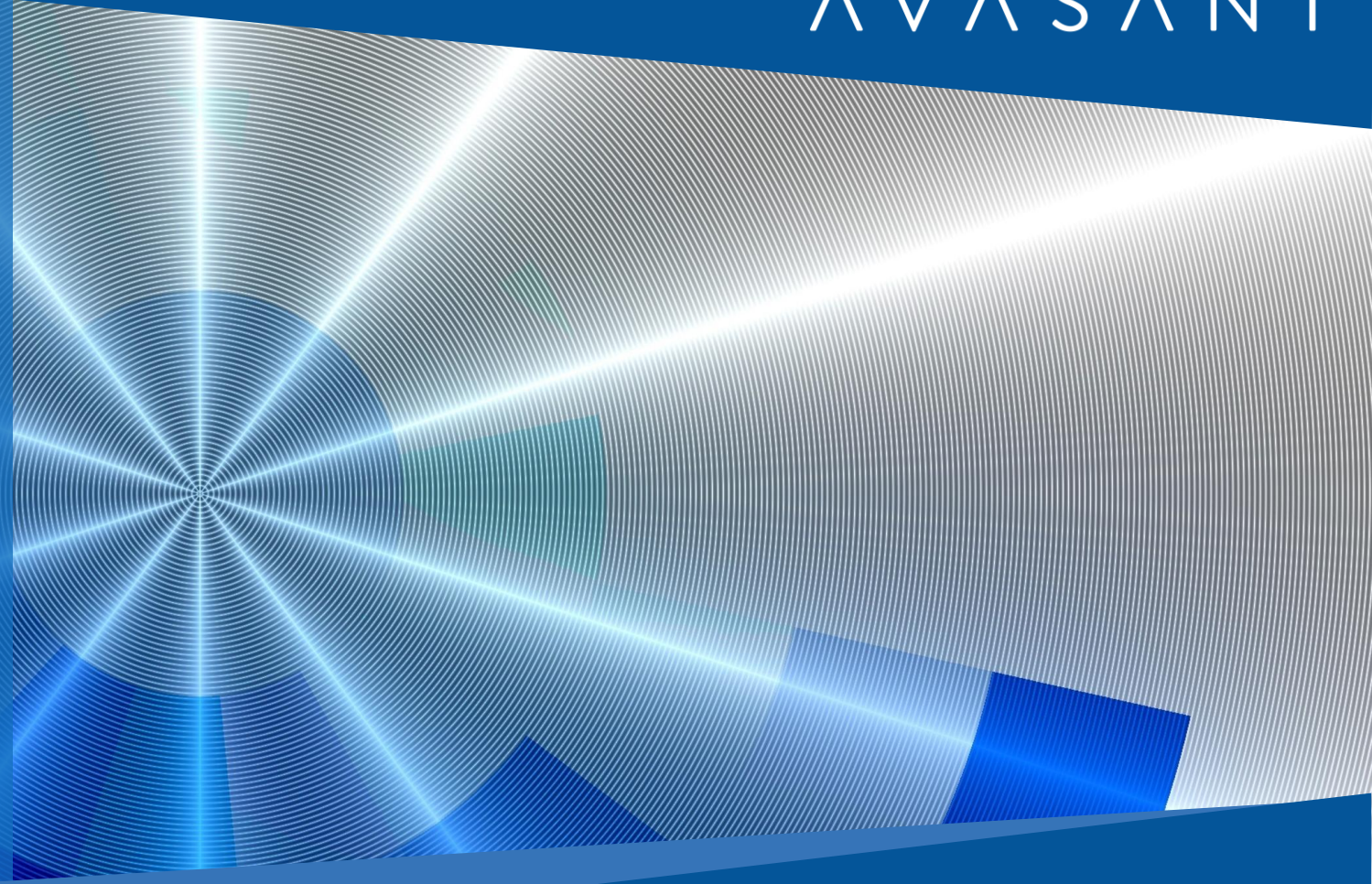


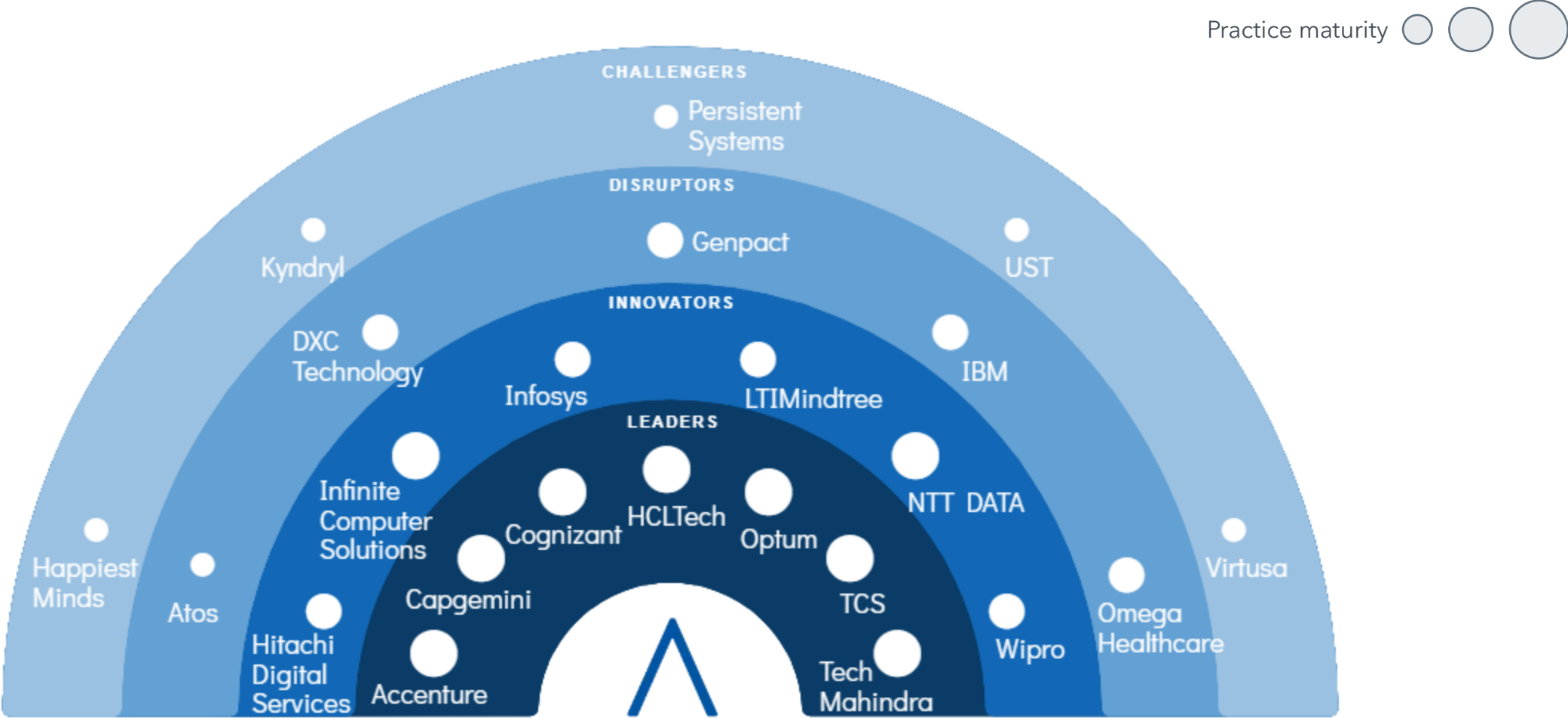
# Healthcare Provider Digital Services 2025 RadarView™

Driving healthcare provider  
success through digital health  
solutions

October 2025



# Avasant recognizes 23 top-tier service providers supporting the healthcare provider industry in digital transformation











# LTIMindtree: RadarView profile



Practice maturity ★★★★★  
Investments & innovation ★★★★★  
Partner ecosystem ★★★★★

Streamlines provider operations through digital front door solutions, interoperability frameworks, and domain-aligned delivery models.

Practice overview	Industry-specific solutions/offerings		Sample clients
<ul style="list-style-type: none"><li>Practice size: 1,200+ healthcare provider FTEs</li><li>Active clients: 15+</li><li>Delivery highlights: Presence in 40 countries</li></ul> <div><div>&lt;\$75M Healthcare provider revenue, FY 2024-2025</div><div>&lt;65% Digital revenue from healthcare provider practice</div></div>	<div>InteropConnect</div> <div>LTIMindtree DESK</div> <div>Internet of Medical Things</div> <div>Patient 360</div>	<div>An interoperability platform to synchronize data from different applications for healthcare providers</div> <div>An AI-driven, patient-centric platform that boosts caregiver productivity, streamlines operations, and elevates patient satisfaction</div> <div>An IoT solution to integrate patient data between providers and caregivers for healthcare companies</div> <div>A data and analytics solution framework delivering a unified, 360-degree view of patient journeys, empowering providers with insights for personalized, value-based care</div>	<ul style="list-style-type: none"><li>A Florida-based health system</li><li>A US-based payvider</li><li>A US-based health system</li><li>A US-based home-infusion provider</li></ul>
Partnerships/alliances			Value chain coverage
<div><div><div>4L Data Intelligence <small>Powered by Integr8 AI</small></div></div><div>Partnered to deliver AI-powered healthcare solutions that enhance provider data integrity and accelerate fraud, waste, and abuse prevention</div></div> <div><div><div>talkdesk</div></div><div>Leveraged TalkDesk Healthcare Experience Cloud to enhance patient and member experience by integration with electronic health records</div></div> <div><div><div>Voicing AI</div></div><div>Integrated voice AI solutions into its healthcare provider offerings to improve business processes and enhance member experience</div></div>	<div><div><div>onyx</div></div><div>Collaborated to provide interoperability solutions to healthcare payor enterprises to improve patient experience</div></div> <div><div><div>COPE HEALTH SOLUTIONS</div></div><div>Leveraged data analytics and management capabilities to facilitate digital transformation for healthcare provider organizations</div></div> <div><div><div>salesforce</div></div><div>Partnered to implement industry-specific solutions for healthcare provider organizations</div></div>	<div>Appointment and preauthorization</div> <div>Clinical diagnosis</div> <div>Treatment and care delivery</div> <div>Patient experience</div> <div>Research and innovation</div> <div>Health information management</div> <div>Revenue cycle management</div>	

Darker color indicates higher industry concentration: ●●●●●

# LTIMindtree: RadarView profile

## Case studies

Client	Capability	Summary	Business impact
A Florida-based health system	<ul style="list-style-type: none"> <li>AI/ML</li> <li>Cloud</li> </ul>	<ul style="list-style-type: none"> <li>The client faced challenges with disparate systems across the patient journey, which created time-consuming processes and siloed features that hindered efficiency and coordination.</li> <li>LTIMindtree cocreated a telehealth solution with the client, developing a web application to accelerate feature delivery, implementing components according to design wireframes, and building a mobile application to personalize the patient's healthcare journey. The solution also integrated a virtual visit capability through Zoom-based telehealth implementation to enhance virtual care for both hospital patients and nonpatients.</li> </ul>	<ul style="list-style-type: none"> <li>Reduced patient wait time by 90% through digital registration</li> <li>Delivered timely reminders for appointments and medication doses</li> <li>Achieved a 99.4% retention rate and a 47.34% engagement rate with its mobile app</li> <li>Reached around 500 daily sign-ins, making the platform essential for patients</li> </ul>
A US-based payvider	<ul style="list-style-type: none"> <li>AI/ML</li> <li>Cloud</li> </ul>	<ul style="list-style-type: none"> <li>The client struggled with the lack of a patient engagement platform for remote consultations and an active digital presence.</li> <li>LTIMindtree codeveloped a patient mobile application for Android and iOS, providing personalized health reminders, appointment details, lab results, and video consultations. The solution included enhanced EMR integration, network device management with 24/7 monitoring, and was conceptualized for expansion with wearable device integration and Amazon Alexa support for chronic care patients.</li> </ul>	<ul style="list-style-type: none"> <li>Enabled more than 3.5 million virtual visits to enhance patient engagement and improve access with on-demand care</li> <li>Reached 900K active users, driving strong utilization</li> <li>Achieved on-time launch with high adoption</li> </ul>
A US-based health system	<ul style="list-style-type: none"> <li>EHR/EMR*</li> </ul>	<ul style="list-style-type: none"> <li>The client faced challenges in integrating multiple vendor products with varied standards and protocols to enable enterprise and experience applications.</li> <li>LTIMindtree built a robust integration platform using a cloud-native microservices approach, providing a standardized data model and abstraction over diverse vendor products. The platform seamlessly connected EMR/EHR systems, including Cerner Soarian and Cerner Millennium, while enabling orchestration, aggregation, and enrichment to deliver hassle-free integrations for mobile and web experience applications.</li> </ul>	<ul style="list-style-type: none"> <li>Rolled out the solution for 250K total users</li> <li>Reduced urgent care check-in time by 80%</li> <li>Enabled seamless connectivity across EHR/EMR and other systems</li> <li>Empowered providers with standardized enriched data to drive better clinical decisions</li> </ul>
A US-based home-infusion provider	<ul style="list-style-type: none"> <li>Cloud</li> <li>Salesforce</li> </ul>	<ul style="list-style-type: none"> <li>The client needed to increase awareness about its services to grow revenue, requiring the ability to send targeted one-to-one communications and drive more referrals, while also facing the challenge of upgrading its sales operations.</li> <li>LTIMindtree, through its Salesforce practice, implemented a comprehensive solution by deploying Pardot integrated with Salesforce Sales Cloud. The solution enabled email marketing, lead nurturing, automated drip campaigns, and lead scoring. It also provided best practices for audience engagement, website lead capture, and end-user training.</li> </ul>	<ul style="list-style-type: none"> <li>Generated patient flow and referrals through targeted marketing campaigns on three key therapies</li> <li>Enabled lead scoring to prioritize follow-up activities effectively</li> <li>Achieved 95% patient satisfaction and treated over 220K patients annually</li> <li>Drove 12% business growth through improved engagement and outcomes</li> </ul>

\*EMR: Electronic medical record

\*EHR: Electronic health record

# LTIMindtree: RadarView profile

## Analyst insights

### Practice maturity



- LTIMindtree's approach to healthcare providers centers on addressing operational efficiency, care outcomes, and patient experience. Its offerings include modular solutions such as Patient 360 for unified data views, InteropConnect for Fast Healthcare Interoperability Resources based interoperability, and PrivateEye for privacy compliance. These are supported by frameworks for care orchestration, digital front door, and value-based care. The iNXT platform underpins many of these capabilities, enabling automation and workflow optimization across clinical and administrative functions. Its solutions and services portfolio is aligned to cater to industry challenges such as workforce shortages, regulatory complexity, and the need for scalable digital infrastructure.
- Its AI capabilities are aligned across multiple layers of healthcare delivery. Its strategy includes ambient documentation via Voicing AI, teleconsultation enhancements with clinical guardrails, and BlueVerse, a modular AI ecosystem offering prebuilt agents for tasks such as onboarding, fraud detection, and compliance. These tools are designed to support real-time decision-making, improve documentation accuracy, and streamline operational processes. The AI stack also includes predictive analytics and conversational intelligence, contributing to more responsive and personalized care delivery.

### Investments and innovation



- LTIMindtree continues to invest in developing industry-focused solutions and accelerators tailored for healthcare providers. Its portfolio includes frameworks such as the Digital Front Door for patient engagement and iNXT for intelligent automation. The FHIR-X12 Convertor further supports legacy-to-modern data translation for compliance and integration.
- On the AI front, it is building Gen AI-powered platforms and tools such as Voicing AI for ambient documentation, BlueVerse for modular agentic automation, and enhancements in teleconsultation workflows. Its use cases under development span onboarding, fraud detection, compliance, medication alerts, and physician guardrails, enabling scalable, personalized, and efficient care delivery.

### Partner ecosystem



- LTIMindtree has built a strong ecosystem of industry-focused partners, including Onyx, COPE Health Solutions, 4L Data Intelligence, Invidasys, TalkDesk, Voicing AI, Kare Health, and Milagro AI, to codevelop domain-specific healthcare solutions, enhance interoperability, and improve patient engagement and operational efficiency.
- It collaborates with leading hyperscalers and technology providers, such as AWS, Microsoft, Oracle, Salesforce, ServiceNow, and Pega, to deliver scalable, AI-enabled platforms and accelerate digital transformation across healthcare enterprises.

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