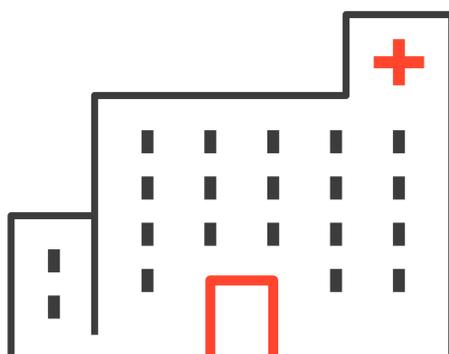


Transforming patient experience and workforce efficiency in healthcare with Google Gemini Enterprise

AI enables healthcare organizations to turn data into faster decisions, streamline clinical and administrative work, and reduce operational burden—resulting in better patient and staff experiences and improved efficiency across health systems.



Provider challenges

30%

Hospitals spend up to **30%** of revenue on administrative tasks¹

65%

of healthcare leaders don't believe their IT is ready to manage future risks²

94%

of healthcare executives believe AI will enhance productivity and efficiency³

Roadblocks to AI readiness

Despite the promise of AI, healthcare organizations face several barriers to adoption:



Fragmented technology systems and disconnected data silos



Cybersecurity, patient data privacy and security risks



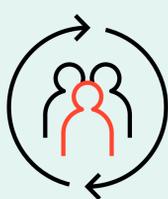
Increasing regulatory and compliance requirements (HIPAA, medical device regulation)



Workforce resistance and skill gaps



Rising operational costs and unpredictable claim expenses



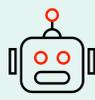
Kyndryl can help

transform your customer engagement with workflow automation, omnichannel support and cloud-native operations that protect your business every step of the way.



Advanced agent assist for healthcare

- Understands complex patient queries and provides accurate, context-aware responses
- Generates clear medical summaries from patient interactions, histories, and care instructions
- Offers 24/7 compliant support that improves care coordination and reduces administrative burden



Clinical automation agent

- Converts unstructured clinical guidelines into standardized, machine-readable rule sets for seamless clinical decision support system integration
- Automates validation to improve accuracy, reduce clinical errors and minimize manual review time
- Integrates easily with existing healthcare IT systems and scales across care settings to support evolving medical standards



Virtual interviewer agent

- Provides accurate, real-time drug and mental health information for staff support
- Handles a wide range of clinical and pharmacy queries with 24/7 availability
- Aids training through interactive Q&A and empathetic, context-aware guidance

With deep expertise in **cloud, data and AI, and healthcare transformation**, Kyndryl helps healthcare organizations unlock the full potential of Google Gemini Enterprise — enhancing patient care, boosting employee efficiency, and supporting secure, compliant workflows.



1. Kickoff and discovery: Identify the right use cases for your business, conduct discovery sessions, analyze workflows and create a project plan that aligns with your goals



3. Setup and deployment: Connect data sources to Google Gemini Enterprise, configure and integrate in-scope data sources, and tailor your solution to connector capabilities



5. Looking forward: Conduct knowledge transfer, review deliverables, and hand off solution operations and maintenance



2. Solution architecture: Design your solution around security and regulatory compliance, including data ingestion and control configurations



4. Testing and optimization: Evaluate solution performance in Vertex AI, refine based on results and address AI hallucinations

Let's talk →