

# For more humanity in healthcare

Intelligence designed to give time back — to those who give care

For one of the world's leading healthcare innovators, every patient interaction matters.

Caregivers today are stretched thin — spending hours on routine updates, follow-ups, and informational exchanges that leave less room for the human touch.

To ease that strain, the biotech leader introduced digital human interfaces that listen, respond, and express emotion to bring warmth and consistency back to everyday interactions.

Built on Microsoft Azure and Azure OpenAI, the avatars combine advanced conversational AI with real-time emotional intelligence. They understand tone, adapt expression, and access critical patient data instantly. Behind each interaction sits context-aware communication and decision trees built to reflect real-world healthcare conversations.

The impact is felt significantly:

**A 40% reduction in manual workload,  
round-the-clock patient support,  
and €1.8 million in new value through  
improved engagement.**

More importantly, caregivers gained back time and calm — a few extra moments to focus, and to truly support.

Here, technology is helping to make healthcare less rote and more human. Speaking with empathy, remembering each exchange, and giving patients the comfort of knowing they're heard and understood.

**sogeti**  
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