

AI in Action

Accelerating human potential in healthcare



From breakthroughs in medicine to digitized health records, every major leap in healthcare has been the result of a new force multiplier. But one profound difference sets this technology apart: it can learn, reason, and work alongside us to solve problems and create possibilities. We're entering an era where organizations can weave intelligence into every workflow, care decision, research breakthrough, and operational process.

The first wave of AI focused on efficiency and cost savings. Frontier Transformation is about new growth, new capabilities, and new outcomes. That impact is only possible when organizations embed AI into real workflows, ground it in trusted data, and scale it intentionally.

For healthcare and life sciences leaders, this is a once-in-a-generation opportunity to reinvent how their companies deliver care, make discoveries, and create value. The future belongs to organizations that harness AI as a partner in the flow of human ambition to unlock productivity, innovation, and impact that were previously out of reach.

AI for Better Health

AI is helping healthcare organizations deliver transformational outcomes to enable every person on the planet to live healthier.



Accelerating life-saving breakthroughs



Enabling global health equity



Transforming the healthcare experience

How AI is impacting healthcare today

2,500+

active clinicians¹

Intermountain Health reduces clinician burnout with Microsoft Dragon Copilot

50%+

of the workforce using AI daily²

Pierre Fabre: Harnessing AI as a catalyst for competitiveness with Azure OpenAI Service

60%

reduction in response times for key transactions³

Medline sparks a revolution in healthcare supply chain management with SAP on Azure

100+

new AI use cases identified⁴

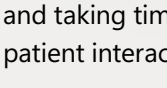
Bupa Asia Pacific is driving smarter healthcare solutions with an AI-ready workforce and Microsoft Copilot

Healthcare providers

Reduce clinical and administrative burden

Automate documentation and administrative tasks to ease burdens and enhance clinician and patient experiences.

- Reduce administrative workloads with automated processes.
- Streamline clinical documentation and workflow efficiency.
- Accelerate clinician decision-making and support easier access to medical imaging and reports.



Opportunity

Clinicians reported spending too much time completing charts, contributing to burnout and taking time away from patient interaction.

Read the story →

Solution

The nonprofit health system deployed Microsoft Dragon Copilot, which uses ambient listening, speech recognition, and generative AI to automatically capture patient-clinician conversations and draft clinical notes within existing workflows.

Impact

- ✓ Reduced time spent on clinical documentation
- ✓ Improved clinician satisfaction
- ✓ Enabled more focused, engaged patient interactions
- ✓ Scaled adoption to 2,500+ active clinicians, supporting systemwide efficiency and care quality¹

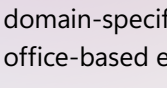


Pharma

Scientific insight and research intelligence

Unify scientific knowledge and research data to generate insights that guide R&D prioritization and decision-making.

- Analyze published research to identify emerging targets, mechanisms, and competitive moves.
- Use historical research data to reduce duplication and improve reuse.
- Track competitor pipelines and disclosures to inform strategy.
- Integrate multimodal data to support analytics and AI-driven discovery.



Opportunity

Pierre Fabre wanted to accelerate time-to-market, transform processes, and improve efficiency in a highly competitive global market.

Solution

The private laboratory deployed Azure-powered generative AI assistants, unified its data architecture, and enabled rapid creation of compliant, domain-specific AI tools for daily use across its office-based employees and pharmacy network.

Read the story →

Impact

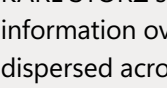
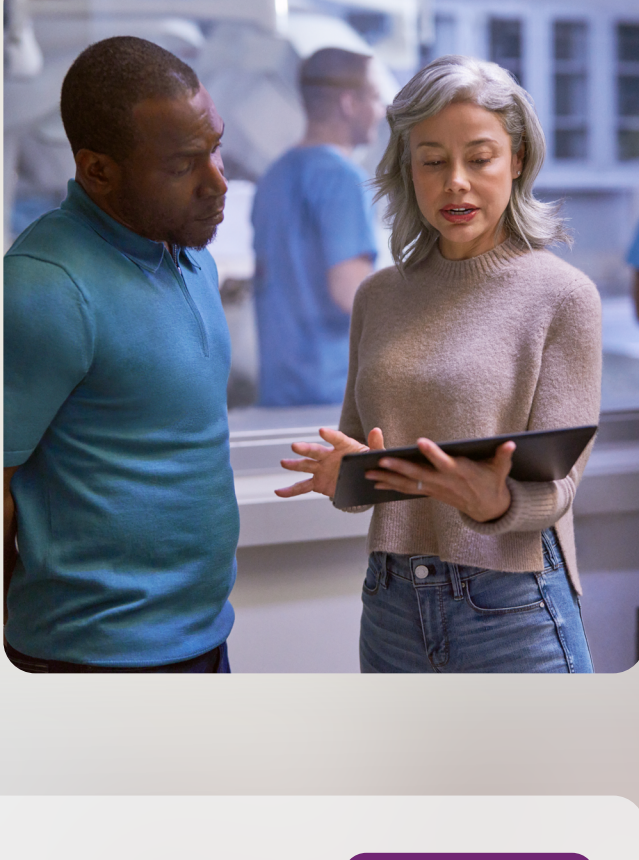
- ✓ AI adoption at scale, with more than 50% of the workforce using PLA.I.GROUND daily to accelerate routine tasks²
- ✓ Helped reduce low-value work, freeing employees to focus on innovation and higher-value activities
- ✓ Helped improve employee experience supported by AI tools, employee training, and a structured upskilling program

MedTech

Field sales intelligence and effectiveness

Equip device representatives with real-time account intelligence, performance coaching, and pricing confidence.

- Give representatives a real-time brief on account activity, contract status, and clinical priorities.
- Aggregate market share, procedure volume, and competitive data to sharpen territory strategy.
- Analyze representative activity and outcomes to deliver personalized coaching at scale.
- Give representatives instant visibility into contract terms, pricing tiers, and local inventory.



Opportunity

KARL STORZ struggled with information overload, data dispersed across systems, and the need to maintain strict compliance, security, and governance standards while adopting AI.

Employees spent significant time locating information, summarizing meetings, and aligning on decisions.

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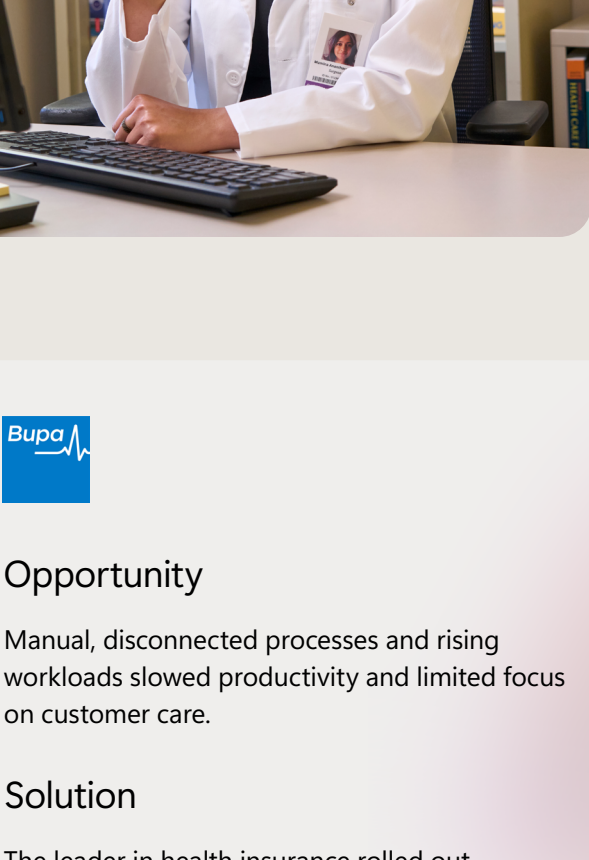
Solution

The global MedTech organization implemented Microsoft 365 Copilot³ within its existing Microsoft 365 environment.

That gave employees secure access to AI-powered meeting summaries, document drafting, and information retrieval through existing identity, permissions, compliance, and governance controls.

Impact

- ✓ Achieved 97% active usage across approximately 2,000 licensed users⁴
- ✓ Reached 93% month-over-month returning users⁵
- ✓ Accelerated information retrieval, meeting summarization, document drafting, and cross-team alignment



Payor

Enhance team communication and collaboration

Enable secure, compliant collaboration with up-to-date member data and insights.

- Provide open and secure lines of communication across care teams to improve coordination.
- Optimize claims analysis and information sharing.
- Reduce reliance on telephone communication to expedite claims processing.



Opportunity

Manual, disconnected processes and rising workloads slowed productivity and limited focus on customer care.

Solution

The leader in health insurance rolled out Microsoft 365 Copilot³ and strengthened its cloud foundation, enabling faster automation, insight retrieval, and knowledge access across teams.

Read the story →

Impact

- ✓ Resolved customer cases faster with more responsive service
- ✓ Significant time savings on routine communication and documentation for employees
- ✓ Identified and accelerated 100+ new AI use cases to improve care⁴

Trust is the foundation

Responsible AI is the foundation of transformative healthcare. To help you innovate while prioritizing clinical safety, regulatory expectations, and patient trust, Microsoft has invested in industry-leading responsible AI practices.

We've built our global security, privacy, and compliance commitments into the platform instead of layering them on later. As a result, organizations can confidently scale AI across clinical, operational, and research workloads.



Trust is an accelerator

Building trust into your foundation by design enables teams to move faster and innovate by reducing permissions and checkpoints.



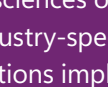
Trust enables model choice

Built-in safeguards give you the flexibility to choose the models you want to use and change them over time without compromising security, compliance, or control.

Explore Microsoft tools that support Frontier Transformation



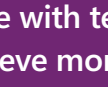
Microsoft 365 Copilot →



Microsoft Dragon Copilot →



Microsoft IQ →



Microsoft Copilot Studio →

Human expertise, compassion, and trust have always been the driving forces behind healthcare. The next chapter will be defined by how effectively we amplify those strengths with AI.

Microsoft is in a unique position to support healthcare and life sciences organizations as they navigate this transformation through secure, trusted cloud infrastructure, industry-specific data and AI capabilities, and an ecosystem built for interoperability. We don't just help organizations implement technology. We help them create measurable impact for the people who power and depend on healthcare every day.

The future of healthcare isn't about replacing people with technology. It's about using AI to empower every person to achieve more.

→ Explore Microsoft for Healthcare solutions

¹Microsoft, Intermountain Health reduces clinician burnout with Microsoft Dragon Copilot. 2026.

²Microsoft, Pierre Fabre: Harnessing AI as a catalyst for competitiveness with Azure OpenAI Service. 2025.

³Microsoft, Medline sparks a revolution in healthcare supply chain management with SAP on Azure. 2025.

⁴Microsoft, Bupa APAC is driving smarter healthcare solutions with an AI-ready workforce and Microsoft Copilot. 2025.

⁵Per user license sold separately, also requires eligible Microsoft 365 plan.

⁶Microsoft, KARL STORZ builds a governed AI foundation with Microsoft 365 Copilot. 2026.