CitiusTech

Shaping Healthcare Possibilities

Real-Time Daily Operations Report for a Leading Nonprofit Health System

Client overview

A nonprofit healthcare system operating more than 20 hospitals and serving millions annually sought to transform its executive reporting and operational decision-making capabilities. With over 35,000 employees and an annual revenue of $8B+, the organization aimed to unify its data estate and enable real-time, actionable insights to support strategic and clinical excellence.

Business challenge

The client faced significant hurdles in achieving operational agility and data-driven decision-making:
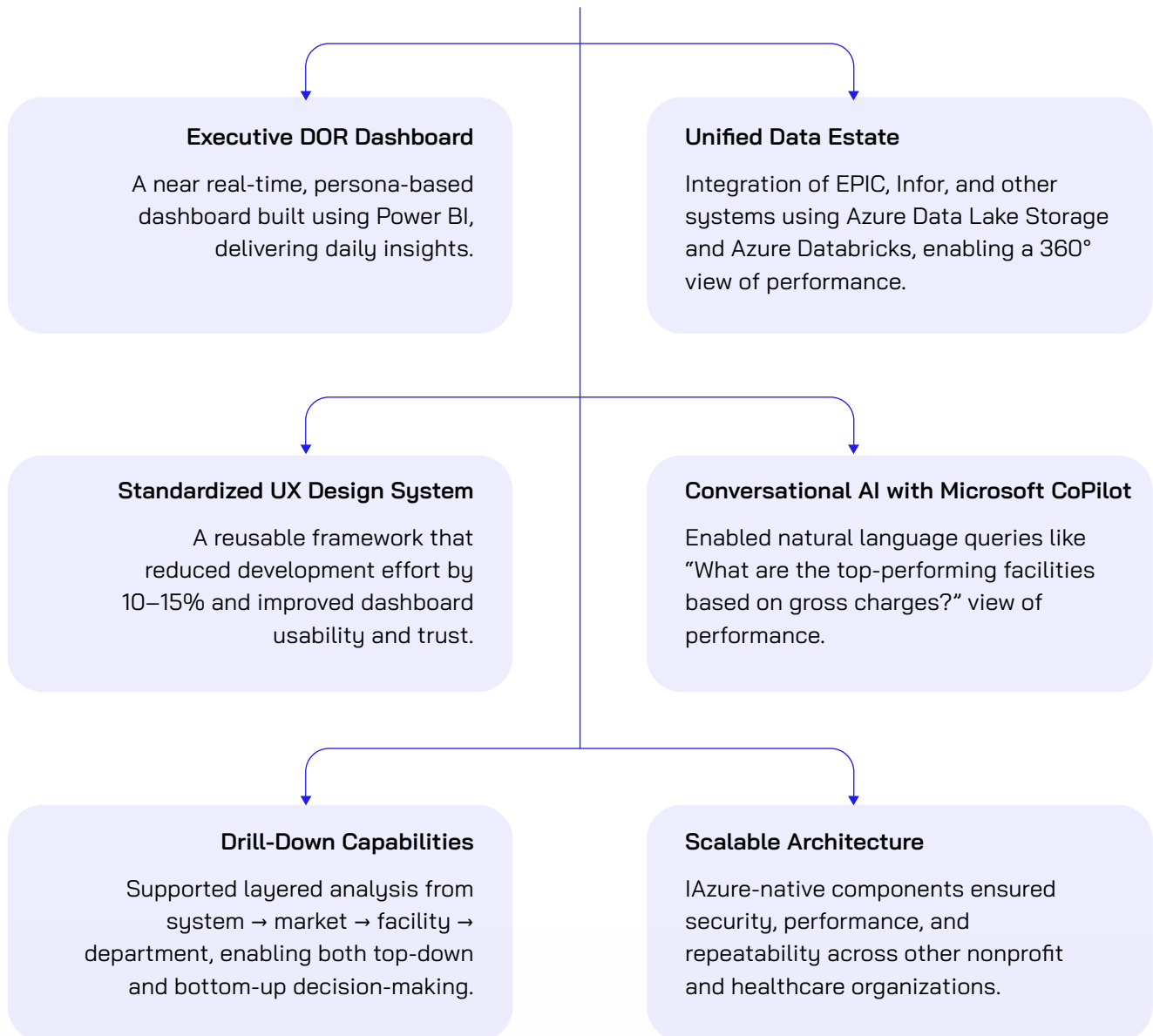
- **Fragmented data sources:** Clinical and financial data were siloed across EPIC, Infor, and other platforms, limiting visibility.

- **Longer reporting cycles:** Monthly reporting processes required 6+ hours of manual effort, delaying critical decisions.

- **Inconsistent metrics:** Lack of standardized KPIs led to misaligned performance tracking across departments.

- **Limited analytical capabilities:** Executives lacked integrated insights and drill-down analysis.

- **Strategic blind spots:** Inability to correlate operational drivers with financial metrics hindered targeted actions.

To address these challenges, the organization needed a unified, scalable analytics platform that could deliver timely, trusted insights across clinical and operational domains.

Solution overview

CitiusTech, in strategic partnership with Microsoft, delivered a cloud-native analytics platform focused on building the enterprise data warehouse and series of business focused insights, including the Daily Operations Report (DOR). This $25M+ initiative leveraged Microsoft Azure technologies to unify data, streamline reporting, and enable near real-time decision-making.

Key components included

Executive DOR Dashboard

A near real-time, persona-based dashboard built using Power BI, delivering daily insights.

Unified Data Estate

Integration of EPIC, Infor, and other systems using Azure Data Lake Storage and Azure Databricks, enabling a 360° view of performance.

Standardized UX Design System

A reusable framework that reduced development effort by 10–15% and improved dashboard usability and trust.

Conversational AI with Microsoft CoPilot

Enabled natural language queries like "What are the top-performing facilities based on gross charges?" view of performance.

Drill-Down Capabilities

Supported layered analysis from system → market → facility → department, enabling both top-down and bottom-up decision-making.

Scalable Architecture

IAzure-native components ensured security, performance, and repeatability across other nonprofit and healthcare organizations.

Technology stack

Microsoft technologies were central to both technical and business transformation.

- **Azure Data Lake Storage:** Storage of raw and structured layer of data.

- **Unified Data Model View:** Azure Databricks Common Data Model(CDM) and Infor integration created a 360-degree organizational lens, supporting top-down and bottom-up decision models.

- **Azure App Services:** Secure, scalable clinical applications.

- **Azure DevOps:** CI/CD pipelines for seamless deployment.

- **Power BI:** Interactive dashboards and reports.

- **Microsoft CoPilot:** Conversational analytics and data mapping.

- **Azure Cloud Services:** Cloud-native architecture for real-time data pipelines and scalable analytics.

- **Azure Integration Services:** Seamless multi-source data integration, including Infor financial systems.

Key use cases

Acute care dashboards: Monitoring metrics like length of stay.

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Value-based care: Integrating patient outcomes and financial metrics.

Strategic planning: Insights from unified clinical and financial data.

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Patient experience: Enhancing satisfaction through data-driven insights.

Strategic planning: Insights from unified clinical and financial data.

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Impact delivered

The deployment of CitiusTech's solution led to measurable outcomes:

- **$5M+ Azure Consumed Revenue (ACR)** generated within five months.

- **Accelerated decision-making:** Transitioned from monthly to daily reporting.

- **Operational efficiency gains:** Achieved a 15% reduction in development effort through reusable UX components and a 25% faster gap analysis using AI Copilots.

- **Enhanced accountability:** Standardized metrics across leadership for consistent performance tracking.

- **Cost optimization:** Enhanced resource allocation leading to measurable savings.

- **Scalable architecture:** Modular design enabled rapid deployment across health systems, delivering 100+ new and revised insights across enterprise domains.

- **Enhanced stakeholder engagement:** Delivered transparent dashboards with a 360° view, supporting board-level presentations and boosting donor confidence.

- **Alignment with Microsoft's nonprofit impact areas:** Strengthened staff experience, program delivery, operational transformation, and stakeholder engagement, resulting in a 50% increase in stakeholder support.

This transformation was not just a technical upgrade—it was a mission-critical shift. By resolving data fragmentation and reporting delays, the client transitioned from reactive operations to proactive, insight-driven decision-making. Overall, the solution empowered teams to:

- Make faster, data-driven decisions
- Improve care quality and reduce staff burnout
- Align with non-profit values while achieving enterprise-level performance

CitiusTech's Azure-native platform set a new benchmark for nonprofit healthcare innovation—delivering real-time insights, operational agility, and measurable impact.

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About CitiusTech

CitiusTech is a global technology services, consulting, and business solutions enterprise 100% focused on the healthcare and life sciences industry. We enable 140+ enterprises to build a human-first ecosystem that is efficient, effective, and equitable. Leveraging deep domain expertise and next-generation technologies, including AI, Cloud, Data, and Intelligent Automation, we assist our clients to realize their vision, accelerate transformation, and achieve business outcomes. With 7,700+ healthcare technology professionals worldwide, CitiusTech powers digital innovation, business transformation, and industry-wide convergence through next-generation technologies, solutions, and products.
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