

Clinician-first Digital Healthcare IT Operations

Why Healthcare Infrastructure Demands a New Approach

Flyer



Reduce IT Disruptions. Improve Clinician Experience. Protect Patient Care.

Healthcare organizations operate some of the most complex and mission-critical IT environments in any industry. When EHR systems slow down, imaging applications fail, or clinical workflows are disrupted, the impact extends beyond SLAs—it can affect patient care, clinician productivity, and organizational performance.

Hexaware's clinician-first digital healthcare IT operations combines AI-powered automation, intelligent observability, and autonomous support to help healthcare organizations prevent disruptions, resolve issues faster, and deliver seamless technology experiences across the care continuum.

Deliver Measurable Outcomes



Improved clinician experience and satisfaction



Stronger operational resilience and compliance readiness



Seamless integration and workflow optimization



Enhanced data security and governance



Increased transparency and clarity on issue progression

Why Healthcare Leaders Are Reimagining IT Operations

57%

of experienced healthcare IT specialists are nearing retirement

Critical knowledge of EHR platforms, clinical workflows, and system dependencies is leaving the workforce.

80%+

of monitoring alerts are noise or false positives

IT teams spend valuable time investigating issues that do not require action.

\$4.6B

annual cost of clinician burnout

Technology friction, inefficient support processes, and workflow disruptions continue to impact clinician productivity and satisfaction.

The Challenge

Healthcare organizations need a smarter operating model—one that reduces operational complexity, preserves institutional knowledge, scales expertise, and enables IT teams to proactively support care delivery rather than react to incidents.

The Hexaware Approach

Hexaware combines AI, automation, observability, and institutional knowledge management to create a clinician-centric AIOps in healthcare model that is proactive, intelligent, and continuously improving.

Key Capabilities

Knowledge Foundation & Governance

Capture and preserve critical operational knowledge across EHRs, clinical applications, and healthcare infrastructure while maintaining compliance and auditability.

Clinician-first Voice & Knowledge Copilots

Provide natural language and voice-enabled support that helps clinicians and support teams resolve issues faster and more efficiently.

Autonomous IT Operations with Guardrails

Apply risk-aware automation to accelerate issue resolution while ensuring governance, transparency, and compliance.

Clinical-Grade Observability & Alert Intelligence

Correlate data across applications, networks, endpoints, telehealth platforms, and clinical systems to eliminate alert fatigue and surface actionable insights.

Proactive Endpoint Experience Protection

Detect and resolve endpoint issues before they impact clinicians, staff productivity, or patient care.

Ready to Modernize Healthcare IT Operations?

Discover how AI-driven operations can reduce operational complexity, improve clinician experience, and create a more resilient digital foundation for patient care.

Contact: marketing@hexaware.com

About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at <https://www.hexaware.com>

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