

Reference

Scaling and stabilizing future-ready healthcare systems with Atos

With end-to-end application management services,
digital modernization, data and AI services



Atos

About the client

The client is the largest for-profit healthcare organization in 21 states in the US and UK. With over 200 hospitals and 119 free standing surgery centers, it operates 4 data centers.

At a glance

The healthcare payer appointed Atos to undertake and implement its modernization initiative for more than 50 legacy systems. Atos' solution also included maintenance, modernization, and production support of these applications. This resulted in enhanced system scalability, stability, and readiness for future growth.

Outcomes

- **\$105M in annual savings in application management** through automation, improved productivity and global delivery
- **Up to 10% improvement** in annual productivity
- **40% cost reduction** in maintenance and production support

Challenges

A mammoth task: Scaling legacy healthcare systems

The healthcare payer was facing difficulties in implementing advanced healthcare analytics due to its restricted IT capabilities and legacy infrastructure. Scaling the enterprise data warehouse was difficult due to storage and computational bottlenecks.

Other challenges included legacy applications, lack of the required skillset and delayed time-to-market. The client was keen to partner with Atos to address these issues.

Solution

Modernized healthcare for a digital world

This intense and detailed modernization project included the migration of critical systems and consisted of the following activities:

- **Application maintenance and production support services** for 50+ home grown legacy applications including testing, development, application modernization, demand management.
- **Digital modernization services** such as BIDW for data architecture, modelling, ETL and data warehousing, DBA and BI reporting

- **System integrations** of enterprise service bus, HL7 based clinical to revenue cycle integration, data science/NLP and mobility solutions
- **Enterprise-wide migrations and implementations** like ER wait times and ETL tool migration
- **AI-based predictive analytics** for claims denials
- **NLP solutions** across data, clinical analytics on structured and unstructured clinical documentation
- **UI Modernization** by migrating the existing CICS-based legacy screens to highly scalable architecture on .NET platform
- **Application modernization** with a single solution/workflow for all EDI payers, which reduced maintenance overheads resulting in lower costs, scalable multi-threaded solution to handle larger volumes, quick turnaround time for changes in payer specific rules by externalizing business rules for payer-specific transaction processing and creating automated scripts
- **Transformed patient accounting systems** for revenue cycle from admit to remit for the customer including charge posting, proration, reimbursement calculation, claim processing, billing alerts and ensuring regulatory compliance
- **Integrated clinical and operational navigation** to improve caregiver experience by tracking productivity and performance of caregivers with a rewards and recognition feature

Overall, this entire project has modernized the payer's supply chain and expansion in the UK.

Results

Sustainable healthcare initiatives for generations to come

- **\$105M in annual savings in application management** with a combination of automation, improved productivity and global delivery
- **6-10% improvement** in annual productivity improvement
- **40% cost reduction** in maintenance and production support

Find out more

With over 24 years of partnership that has transformed from an IT vendor engagement to becoming a strategic partner, Atos has provided the client with a wide range of services across application management, development and digital areas.

>> Align your IT infrastructure with your business goals. Get started on your modernization journey: **Digital Applications - Atos.**

>> Contact us today to know more about how Atos' digital application solutions can be tailored for you: **Contact Us - Atos.**



Find out more about us

atos.net

atos.net/career

Let's start discussion together



Atos is a registered trademark of Atos SE.
October 2025. © Copyright 2025, Atos SE.
Confidential Information owned by Atos group,
to be used by the recipient only. This document,
or any part of it, may not be reproduced, copied,
circulated and/or distributed nor quoted
without prior written approval of Atos.

106949 - EM + JD - Case study - Modernization

Atos