transform 25

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SKYGEN

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Technology Focus Area

ACCELERATING INNOVATION TO IMPROVE OUR CLIENT EXPERIENCE

Artificial Intelligence (AI): Opportunities and Risks with a Focus on Governance and Information Security

- Adoption of AI in Solution Development and Delivery
- Utilizing AI in our Operational and Client Servicing Areas
- Integrating with Industry Leading AI Solutions and Services

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Transform the Enterprise System: Key areas of focus:

Scalability, Performance, Security and Compliance

- Develop and deliver Enterprise System application architectural changes/enhancements across the Enterprise System in order to improve/increase system performance and scalability
- Event and Data Driven Solutions and Services
- Enterprise System installs/upgrades – Fully pipelined/automated with zero system downtime for client environments

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Information as a Product: Implement new tools and processes to ensure near real-time data publication for data analytics and reporting

- Deliver a scalable and highly available data warehousing solution
- Empower clients/users with self-service capabilities for creating and generating reports, as well as direct access to analytical data, utilizing data visualization tool(s) of their choice
- Provide data “pull” services for clients that want to have a “local” copy of their data in their data center or on the hosting platform of their choice

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Security: System hosting, application development, and data protection

- HITRUST CSF v11.3 Certification of the Enterprise System, SKYGEN's Operational utilization of the Enterprise System and the Dental Hub

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Technology Transformation

AREAS OF FOCUS & THE EXPECTED BENEFITS

Areas of Focus	Benefits	Business Value				
		System Performance	Scalability	Security & Compliance	User Productivity	Client Satisfaction
• System Architecture Enhancements	• Speed to Market with Enhanced Functionality • More Efficient/Less Burdensome Enterprise System Upgrades	✓	✓	✓	✓	✓
• Data Management/Data Warehousing	• Reinforce Data Security • Secure/Direct Access to Self-Service Data Analytics and Reporting Services	✓	✓	✓	✓	✓
• Artificial Intelligence (AI)	• Enterprise System “Copilot” Type Services • Enhanced User Experience	✓		✓	✓	✓
• Information/Cyber Security	• Peace of Mind: SKYGEN is hyper-focused on System and Information/Data security			✓		✓

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Q & A

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