



ecosystem.

Future Forward: Reimagining Health & Life Sciences

APRIL 2025





Advanced technology and the growing interconnectedness of devices are no longer futuristic concepts in health and life sciences – they’re driving a powerful transformation. Technology, combined with societal demands, is reshaping drug discovery, clinical trials, patient care, and even our understanding of the human body.

The potential to create more efficient, personalised, and effective healthcare solutions has never been greater.



Key Priorities for Health & Life Sciences in Asia Pacific



Source: Ecosystem, 2025

Here are recent examples of transformation across the Asia Pacific.



Modernising HR for Enhanced Efficiency & Employee Experience

The **National Healthcare Group (NHG)**, a leading public healthcare provider in Singapore, recognised the need to modernise their HR system to better support 20,000+ healthcare professionals and improve patient services.

The iConnect@NHG initiative was launched to centralise HR functions, providing mobile access and self-service capabilities, and streamlining workflows across NHG's integrated network of hospitals, polyclinics, and specialty centres.

The solution streamlined HR processes, giving employees easy access to essential data, career tools, and claims. The cloud-based platform improved data accuracy, reduced admin work, and integrated analytics for better decision-making and engagement. With 95% adoption, productivity and job satisfaction surged, enabling staff to focus on care delivery.





Automating Workflows for Better Patient Outcomes

Gold Coast Health handles a high volume of patient interactions across a wide range of medical services. The challenge was to streamline operations and reduce administrative burdens to improve patient care.

The solution involved automating the patient intake process by replacing paper forms with electronic versions, freeing up significant staff time.

A new clinical imaging solution also automates the uploading of wound images and descriptions into patient records, further saving time. Additionally, Gold Coast Health implemented a Discharge to Reassess system to automate follow-ups for long-term outpatient care. They are also exploring AI to simplify tasks and improve access to information, allowing clinical teams to focus more on patient care.



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Streamlining Operations, Improving Care

IHH Healthcare, a global provider with over 80 hospitals across 10 countries, faced a fragmented IT landscape that hindered data management and patient care.

To resolve this, IHH migrated their core application workloads, including EMRs, to a next-gen cloud platform, unifying data across their network and enhancing analytics.

Additionally, they adopted an on-prem cloud solution to comply with local data residency requirements. This transformation reduced report generation time from days to hours, boosting operational efficiency and improving patient and clinician experiences. By leveraging advanced cloud technologies, IHH is strengthening their commitment to delivering world-class healthcare.





Creating Seamless & Compassionate Patient Journeys

The [Narayana Health](#) group in India is committed to providing accessible, high-quality care. However, they faced challenges with fragmented patient data, which hindered personalised care and efficient interactions.

To address this, Narayana Health centralised patient data, providing agents with a 360-degree view to offer more informed and compassionate service.

By automating tasks like call routing and form-filling, the organisation reduced average handling times and increased appointment conversions. Additionally, automated communication tools delivered timely, sensitive updates, strengthening patient relationships. The initiative has improved operational efficiency and deepened the organisation's patient-centric focus.





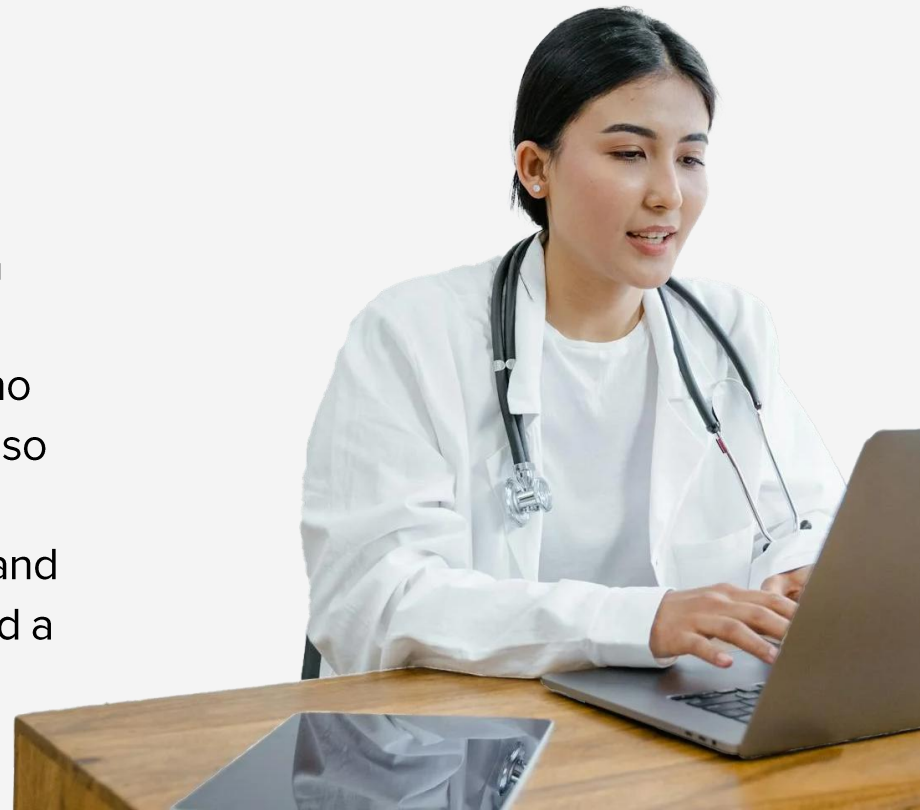
Reimagining Location Services for Digital Healthcare



Halodoc, a leading digital health platform in Indonesia, connects millions of users with healthcare professionals and pharmacies.

To improve key services like home lab appointments and medicine delivery, Halodoc sought a more cost-effective and secure location service.

The transition resulted in an 88% reduction in costs for geocoding and places functionalities while enhancing data security. With better performance monitoring, Halodoc processed millions of geocoding and place requests with no major issues. This migration not only optimised costs but also resolved long-standing technical challenges, positioning Halodoc for future innovation, including machine learning and AI. The move strengthened their data security and provided a solid foundation for continued growth and high-quality healthcare delivery across Indonesia.





Driving Efficiency & Accessibility through Integrated Systems

Lupin, a global pharma leader, aimed to boost patient care, streamline operations, and enhance accessibility. By integrating systems and centralising data, Lupin wanted seamless interactions between patients, doctors, and the salesforce.

The company implemented a scalable infrastructure optimised for critical business applications, backed by high-performance server and storage technologies.

This integration improved data-driven decision-making, leading to optimised operations, reduced costs, and improved medicine quality and affordability. The robust infrastructure also ensured near-zero downtime, enhancing reliability and efficiency. Through this transformation, Lupin reinforced its commitment to providing patient-centred, affordable healthcare with faster, more efficient outcomes.



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Leveraging AI for Cloud Security

[Mitsubishi Tanabe Pharma's](#) "VISION 30" seeks to deliver personalised healthcare by 2030, focusing on precision medicine and digital solutions. The company is investing in advanced digital technologies and secure data infrastructure to achieve these goals.

To secure their expanding cloud platform, the company adopted a zero-trust model and enhanced identity management.

A security assessment identified gaps in cloud configuration, prompting tailored security improvements. GenAI was introduced to translate and summarise security alerts, reducing processing time from 10 minutes to just one minute, improving efficiency and security awareness across the team. The company is actively exploring further AI-driven solutions to strengthen security and drive their digital transformation, advancing the vision for personalised healthcare.





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