Read Time: 10 Mins.

Case Study

Leading Healthcare Provider Cuts EHR Access Provisioning Time for Doctors and Nurses by 90%



Overview

A large, multi-state healthcare provider using a complex ecosystem of clinical and administrative applications faced significant delays from manual, time-consuming operational workflows.User provisioning, monitoring, and incident management placed a heavy burden on IT teams and slowed service delivery.

Tech Mahindra partnered with the organization to deploy a scalable UiPath automation framework, streamlining healthcare Application Maintenance and Operations through robotic process automation, workflow orchestration, and proactive monitoring.

The solution reduced EHR provisioning turnaround from a full day to under two hours across multiple applications, depending on the request raised, establishing a scalable model for enterprise-wide automation.



Client Background and Challenges

This prominent healthcare provider operates a vast network of hospitals, specialty clinics, and outpatient facilities across multiple states. Serving millions of patients annually, the organization relies on a highly specialized application landscape to support everything from electronic health records to supply chain management. With thousands of clinical and administrative users depending on these systems, any delay in service delivery can have real-world consequences.

Complex Healthcare Application Environment

The organization operated a highly specialized healthcare technology landscape that required deep domain knowledge across technical, functional, and healthcare-specific processes, making automation initiatives difficult to implement.

Lack of Standardization

Service requests often contained unstructured inputs and inconsistent formats, reducing automation feasibility and creating challenges in workflow execution.

High Volume of Manual Tasks

Critical operational activities, including user provisioning, monitoring, and incident management, relied heavily on manual intervention, resulting in longer turnaround times and increased operational effort.

Operational Inefficiencies

The combination of complex workflows and repetitive activities limited productivity and increased the burden on support teams responsible for maintaining essential healthcare services.

Our Approach and Solution

Tech Mahindra worked closely with the healthcare provider to design and deploy a scalable UiPath automation framework tailored to the complexity of the healthcare environment. The approach focused on integrating automation into existing workflows with minimal disruption while targeting processes with high manual effort and extended turnaround times.

UiPath robots automated critical operational processes, including user provisioning, system monitoring, and service management. Workflow orchestration provided end-to-end process visibility, enabling teams to monitor execution in real time and intervene only when exceptions required human attention.

To strengthen governance and operational control, we implemented dashboards and bot-level logging to track execution status, performance, errors, and compliance-related information. The automation bots were integrated with the client's healthcare application platforms to execute business-critical tasks reliably and securely.

This governance-driven approach established a reusable automation framework that could be scaled across applications, departments, and additional operational processes, enabling the organization to expand automation while maintaining consistency and control.

Business and Community Impact

The automation initiative delivered measurable improvements across the HER's AM operations, benefiting both support teams and the clinical staff they serve. EHR provisioning requests that previously required approximately one business day were completed in under two hours, delivering a 90% reduction in turnaround time and enabling clinicians to gain access to required applications faster.

The organization deployed 25 + UiPath automation bots across multiple operational functions, creating a reusable and scalable automation framework. Standardized automation practices reduced repetitive manual effort, improved operational consistency, and supported faster deployment across organizational units. Proactive monitoring bots also detect issues and automatically trigger incident workflows, helping improve response times and system reliability.

Key Results

- 90% reduction in EHR provisioning turnaround time
- Provisioning completed in under two hours
- 25+ UiPath automation bots deployed
- Reduced manual effort across operational activities
- Improved consistency through reusable automation
- Automated issue detection and incident triggering

About Tech Mahindra

Tech Mahindra (NSE: TECHM, BSE: 532755) offers technology consulting and digital solutions to global enterprises across industries, enabling transformative scale at unparalleled speed. With 146,000+ professionals across 90 countries, Tech Mahindra provides a full spectrum of services including consulting, information technology, enterprise applications, business process services, engineering services, network services, customer experience & design, AI & analytics, and cloud & infrastructure services. It is the first Indian company in the world to have been awarded the Sustainable Markets Initiative's Terra Carta Seal, which recognizes global companies that are actively leading the charge to create a climate and nature-positive future. Tech Mahindra is part of the Mahindra Group, founded in 1945, one of the largest and most admired multinational federation of companies.
For more information on how TechM can partner with you to meet your Scale at SpeedTM imperatives, please visit https://www.techmahindra.com/.

www.techmahindra.com
www.twitter.com/tech_mahindra
www.linkedin.com/company/tech-mahindra

Copyright © Tech Mahindra Ltd 2026. All Rights Reserved.

Disclaimer: Brand names, logos, taglines, service marks, tradenames and trademarks used herein remain the property of their respective owners. Any unauthorized use or distribution of this content is strictly prohibited. The information in this document is provided on "as is" basis and Tech Mahindra Ltd. makes no representations or warranties, express or implied, as to the accuracy, completeness or reliability of the information provided in this document. This document is for general informational purposes only and is not intended to be a substitute for detailed research or professional advice and does not constitute an offer, solicitation, or recommendation to buy or sell any product, service or solution. Tech Mahindra Ltd. shall not be responsible for any loss whatsoever sustained by any person or entity by reason of access to, use of or reliance on, this material. Information in this document is subject to change without notice.