Case Study

Microsoft Solutions Partner

SOLUTION AREA: . . . . App Modernisation & Modern Work
SOLUTION PLAY:. . . . . Modernising Apps with Azure AI &
                        OpenAI & Copilot
TECHNICAL: . . . . Azure AI Services, Copilot Stack

INDUSTRY: . . . **Health & Science**
REGION: . . . . . Global
REACH: . . . . . . Global

Health Intelligence

First Technology's Health Intelligence methodology is used to assist health and life science clients to harness the full potential of AI through a unified, practical approach that blends Microsoft's Copilot Deployment Framework and combine it with real-world innovation using generative AI.

We've deployed Microsoft 365 Copilot, Copilot Chat, and Copilot Studio to unlock productivity across departments, while simultaneously building tailored AI solutions on Azure AI services—aligned to Microsoft's Cloud Adoption Framework (CAF) and Well-Architected Framework (WAF). This dual approach ensures governance, scalability, and business impact, helping retailers drive intelligent decision-making, streamline operations, and reimagine customer engagement through AI.
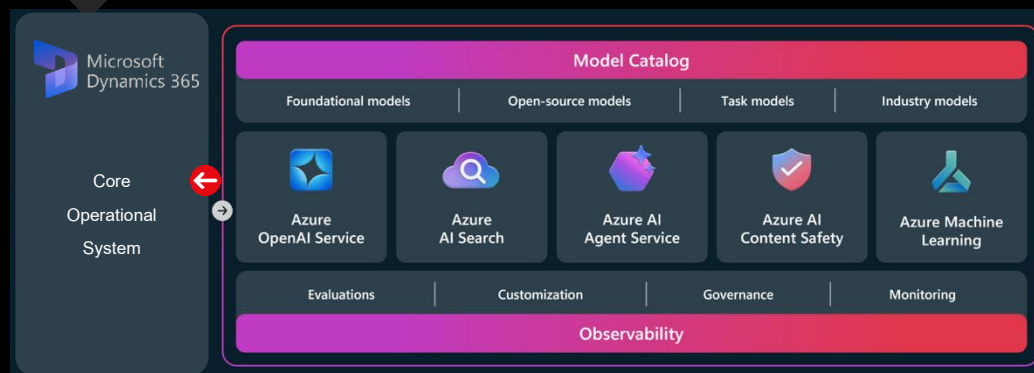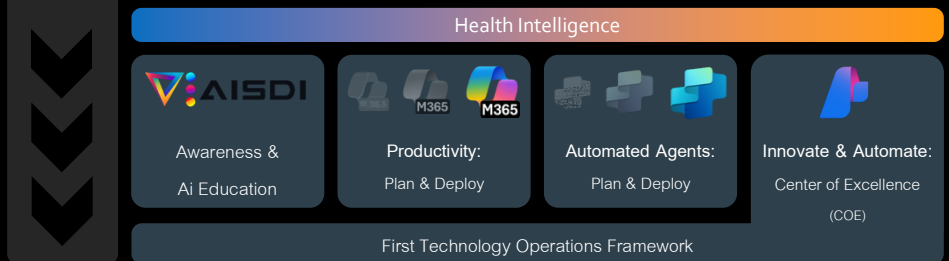
A layered approach to Technology Adoption.

Phase 1: Awareness & Ai Education – as a AISDI founding member, deploy over a 100 AI assisted learning course from awareness, prompt writing, and risk management.

Phase 2 & 3: Planning and Deployment – Productivity Tools and AI self-service agent building.

Phase 4: Innovation – Bleeding edge innovation ideation, including head-less AI deployment such a patient case management, records management, customer service and post visit follow-ups. Based on an education user base, we assist with report self-service.

Health Intelligence

AISDI	Productivity:	Automated Agents:	Innovate & Automate:
Awareness & Ai Education	Plan & Deploy	Plan & Deploy	Center of Excellence (COE)

First Technology Operations Framework

Microsoft Dynamics 365

Core Operational System

Model Catalog

Foundational models	Open-source models	Task models	Industry models

Azure OpenAI Service	Azure AI Search	Azure AI Agent Service	Azure AI Content Safety	Azure Machine Learning

Evaluations	Customization	Governance	Monitoring

Observability

Why use First Technology?

Our AI adoption methodology, to assist health and life science clients deploy Microsoft AI tools:

- Gives users rapid and intelligent driven training to understand and embrace generative AI
- Identify quick wins, such as regulatory information discovery, product insert generation and quality assurance
- Build on this solid foundation to drive innovation and productivity into the organisation by deploying custom built AI and data solutions using Azure AI Foundry and Dynamics

First Technology
Health Intelligence

First Technology delivers expert IT solutions with deep industry experience, empowering businesses through advanced infrastructure, cloud, security, and managed services tailored to the evolving digital landscape. First Technology Digital is a specialist Innovation and generative AI division of the group.