



CASE STUDY

**Transforming Healthcare Operations with
Microsoft Copilot**

Challenge

As SAC explored Microsoft Copilot and AI-driven automation, the organization wanted to ensure adoption was aligned with governance, operational efficiency, and measurable business outcomes. Key priorities included improving procurement processes, modernizing employee onboarding and offboarding, and preparing staff to effectively leverage AI across Microsoft 365.



Solution



Procurement Contract Intelligence Agent

An AI-powered solution built on SharePoint that helps SAC manage contracts more effectively through metadata extraction, renewal tracking, executive reporting, and contract intelligence capabilities. The solution includes human validation checkpoints to ensure accuracy and governance



AI-Assisted Employee Onboarding & Offboarding

Automated workflows were created to streamline employee lifecycle management, including account provisioning, deprovisioning, approval processes, role-based access recommendations, audit logging, and ticket creation. AI assists the process while human approvals remain in control.



Copilot Training & Adoption Program

A structured twelve-month enablement program was developed to help employees adopt Microsoft Copilot responsibly and effectively through practical training sessions, prompt engineering guidance, governance education, and real-world business scenarios.

RESULTS



Improved visibility into procurement contracts and renewal obligations.



Reduced manual effort associated with employee onboarding and offboarding processes.



Established a governance-first approach to AI adoption.



Empowered employees with the skills and knowledge needed to leverage Microsoft Copilot securely and effectively



Created a scalable foundation for future AI and automation initiatives across the organization.

Why It Matters

By combining automation, governance, and employee enablement, SAC is building a foundation for responsible AI adoption. The engagement demonstrates how healthcare organizations can modernize operational processes while maintaining oversight, security, and human decision-making at every stage.



Red X Carbon specializes in Microsoft Cloud, AI, cybersecurity, and managed services, helping organizations adopt emerging technologies securely while driving measurable business outcomes.

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