

AI-Driven Order Processing Modernization for Vitalis Health Solutions

KPCS Consulting Case Study

EXECUTIVE SUMMARY:

Vitalis Health Solutions, a global producer of pharmaceuticals and healthcare technologies, modernized its order processing with an **AI-powered cloud platform** delivered by KPCS. The new solution **automates order intake and data extraction from multiple formats, centralizes information, streamlines ERP integration, and enhances security and auditability**. The project was completed in 10 weeks and enables further digitalization and operational efficiency.

KEY DELIVERED OUTCOMES:

- 3–5× higher throughput
- Reduced manual workload by up to 80%
- Improved data accuracy by up to 90%
- Reduced downtime and annual savings of \$120K–\$200K

1. Client Overview

Vitalis Health Solutions is a global healthcare company specializing in the production and distribution of pharmaceuticals, medical devices, and critical care solutions. Operating in more than 100 countries with tens of thousands of employees, the company serves hospitals, pharmacies, and home-care providers. It emphasizes innovation, regulatory compliance, safety, and operational excellence.

- Global presence: 100+ countries
- Industry: Pharmaceuticals, medical devices, healthcare technology
- Customers: Hospitals, pharmacies, home-care providers
- Mission: Innovation, safety, reliability, and regulatory excellence

2. Business Challenge

Before modernization, Vitalis Health Solutions relied on manual order-processing workflows prone to errors, delays, and compliance challenges. Strict industry regulations and high order volumes made accuracy and speed critical, yet the legacy approach limited scalability and data visibility.

Risks included:

- High error rates and slow processing due to manual data entry
- Difficulty meeting regulatory and audit requirements
- Limited ability to adapt to new customer order formats
- Reduced competitiveness due to slow operational throughput
- Fragmented data limits optimization and decision-making

3. Objectives

- Automate order capture and eliminate manual data entry
- Use AI to extract data from multiple order formats
- Standardize order, product, and customer data in Dataverse
- Strengthen compliance and audit readiness
- Improve ERP integration efficiency
- Create a scalable, cloud-based platform for future digitalization

4. Solution Delivered

KPCS Consulting delivered a secure, AI-enabled digital platform for customer order capture using Dataverse, Power Apps, and Azure-based AI extraction. The system automated ingestion of PDF orders, streamlined validations, and improved ERP integrations while ensuring regulatory compliance.

Key solution components:

- AI extraction for up to 30 PDF order types
- Dataverse data model for centralized management
- Power Apps interface for staff and controlled external access
- Standardized CSV/API outputs for ERP integration

- Managed SaaS model with EU Azure hosting, patching, and monitoring
- Secure architecture with audit trails, authentication, and logging

5. Results & Business Outcomes

Metric	Before	After
Order Processing Time	5–7 minutes	1–2 minutes (3–5× faster)
Manual Data Entry	High workload	Reduced 60–80%
Data Error Rate	Frequent errors	Reduced 70–90%
New Format Onboarding	Weeks	Days (50–70% faster)
ERP Input Efficiency	Manual, inconsistent	40–60% improvement
Operational Interventions	Frequent escalations	Reduced 50–70%
Planned Downtime	High	Reduced 50–70%
Annual Savings	Limited	\$120K–\$200K

The solution delivered 3–5× higher throughput, reduced manual workload by up to 80%, and improved data accuracy by up to 90%. By standardizing data and enabling AI-driven order extraction, the company strengthened compliance, reduced downtime, and achieved annual savings of \$120K–\$200K.

6. Key Delivered Outcomes

- 3–5× higher throughput
- Reduced manual workload by up to 80%
- Improved data accuracy by up to 90%.
- Reduced downtime and annual savings of \$120K–\$200K

7. Validation

- Validated by: Client Digital Operations Team
- Prepared by: KPCS Consulting — Healthcare & AI Solutions Practice

- Duration: 10 weeks (Design, Implementation, Validation)
- Year: 2024
- Client: Vitalis Health Solutions

8. Next Steps & Contact

KPCS helps global healthcare organizations modernize digital processes, eliminate manual workloads, and unlock AI-driven efficiency.

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