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A3 BUSINESS PLAN REPORT

“HUMANCE”

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1.0 EXECUTIVE SUMMARY

Humance is a digital platform with an innovative AI based receptionist solution that is aimed at clinical practices. The objective of the platform is to modernise the front desk processes through automation of key administrative operations that include, but are not limited to, answering incoming calls, handling appointment booking, and general patient responses. Through artificial intelligence implementation in daily activities of a clinic, Humance can assist healthcare professionals to address the most typical issues in clinical operations, such as calling, unacceptable staffing levels, and administrative overload. The solution will be placed as a viable and scalable tool to improve efficiency and retain a professional service experience.

The main goal of Humance is to make sure that clinics are always available to the patients whether during working hours or when the staff is not available. The conventional clinic reception system tends to be over dependent on human resource and this may cause missed calls at prime time or even after working hours. Humance is a solution to this problem as it provides 24/7 AI receptionist services so that patients could always find an attendant to their calls and inquiries. The ability does not only enhance patient access to healthcare services but also helps clinics to capture encounter opportunities that could be wasted.

Humance is a solution that can be used to deliver value. It will decrease the administrative load on clinic staff members enabling them to spend more time on patient care, instead of spending time on repetitive front desk duties. The AI receptionist will be ready to schedule, confirm, reschedule, and provide simple information requests with the necessary precision and effectiveness. Automation of such processes can help clinics streamline the operations, minimize human error and enhance overall productivity of the operation. This helps to make the clinic environment more organised and makes it easier to conduct everyday activities.

Strategically, Humance is in line with the overall trend of digital transformation in the healthcare industry where technology is being employed to enhance service delivery and operational efficiency. The platform gives clinics an economical alternative to front desk staffing, particularly where there is a manpower shortage or a budget limitation. Humance can allow clinics to scale their services using AI technology without sacrificing the quality of the services and patient satisfaction.

To sum up, Humance is a progressive solution that will boost the work of the clinics with the help of smart automation. The platform will help clinics to enhance patient communication, streamline organisation operations and ensure uniformity in service delivery by providing an AI based receptionist that is trustworthy, responsive, and productive. Considering the ongoing efforts by medical professionals to find new methods of maintaining productivity and care quality, Humance.my can become an important ally in the transformation of contemporary clinical management.

2.0 INTRODUCTION

2.1 INTRODUCTION TO BUSINESS PLAN

Humance is a legal person that is established as a tech-focused gig that involves AI-driven receptionists in healthcare facilities. We selected an architecture that allows us to make quick decisions, be flexible, and work in a tight space, which is important when you are attempting to be innovative and grow. We understand, of course, that the tech-healthcare world is insane with data-security, system-uptime, and compliance issues, but we have in place the reasonable risk-management, obey data-protection regulations, and/or pin on the robust tech crime-prevention measures so the business does not go shooting off economically or operationally.

The concept of Humance came about since front desk business in a clinic is a myriad of calls, missing appointments, employees are overworked, and the entire administrative system is at crossroads. This clutter is destructive of patient vibes and service. As AI and automation were on fire, we created an AI receptionist to break this issue: to serve queries, make reservations, and hold regular conversations without losing that business feel or trust. We are to satisfy the increased market need of slick, affordable, reliable assistance in healthcare.

Humance is not an actual brick-and-mortar, but a digital. It denotes that wherever they may be around, we are able to access the clinics without any geographical restrictions. This model would enable us to reach a larger market, both in personal locations and large health facilities and medical practices which desire to integrate their operations. We have traced all the operations and cash flows to ensure that the implementation process is smooth, scaling of the systems, and the entire gig is sustainable according to the business plan.

The Humance crew can be divided into such positions as operations, technological development, finance, and marketing. We share the workload that way we are strict on control, responsible, and on point on the coordination across the org. Strategy, system adjustments, assisting clients, and biz dev efforts make the solution dependable and high quality to all. The ultimate intention to be frank about it is to make him with the name that is a guarantee of trust and recognition in the the health AI receptionists. We achieve this through maintaining the system rock-solid, climbing the data-security bar, providing competitive prices, and multitasking on killer support. With the mutual desire to transform health administration, we are also on a quest to make Humance become a sustainable, scalable, game changer of a business that enhances patient experiences and aids clinics to provide improved care.