

Health

SMARTCHAT

SOVEREIGN AI FOR HEALTHCARE

**FOR HOSPITALS, HEALTH INSURERS,
AND RESEARCH INSTITUTIONS**



ACCELERATE PROCESSES. RELIEVE STAFF. ENSURE COMPLIANCE.

Rising regulatory requirements, staff shortages, and fragmented IT systems are slowing down healthcare organizations. At the same time, data volumes, audit efforts, and service expectations continue to grow.

Clinical documentation, partner evaluations, claims processing and regulatory reviews are often manual, time-consuming and error-prone. Information is scattered across systems and documents, slowing down decision-making.

YOUR CHALLENGES



Ensuring regulatory compliance

Healthcare data requires maximum data sovereignty, transparency, and compliance.



Reducing administrative burden

Documentation, reporting, partner evaluations, and claims processing consume valuable time and resources.



Breaking down data silos

Relevant information is stored in isolated systems and is difficult to access.



Accelerating decision-making processes

Complex review and approval workflows often take weeks.

THE SOLUTION: SMARTCHAT

SmartChat is T-Systems' enterprise AI for regulated environments. It combines advanced language models with defined internal knowledge sources to deliver contextual, verifiable results.



Sovereign & compliant

- Operated in certified European cloud infrastructure
- GDPR-compliant data processing
- No use of sensitive data for external model training
- Role- and permission-based concepts, as well as audit logs



Intelligence from your own data

- SmartChat connects modern language models with your internal knowledge sources.
- Results are contextual, transparent and reliable.



Technically differentiated

- Retrieval-Augmented Generation (RAG) for context-aware responses
- Protection mechanisms against prompt injection and hallucinations
- Multi-model capability without vendor lock-in

Your data remains under your control — transparent and fully traceable.

YOUR BENEFITS



Hospitals

- Automated creation of structured reports, e.g. in administration and procurement
- Faster cross-system information retrieval
- Document summarization and text validation
 - Reduced documentation time
 - Reduced workload for staff



Health insurers

- AI-supported partner evaluation
- RFP analysis with structured comparison
- Automated claims verification
 - Ziel: Mehr als 50 % Zeitgewinn in komplexen Prüfprozessen
 - Verkürzte Bearbeitungszeiten



Research & life sciences

- Structured analysis of scientific documents
- Automated summarization
- Accelerated regulatory reviews
 - Faster decision-making processes
 - Improved access to knowledge

MEASURABLE IMPACT

SmartChat reduces manual process steps, standardizes evaluations, and accelerates workflows —without compromising security or compliance.

Organizations benefit from:

- shorter processing times
- reduced administrative workload
- higher standardization
- improved auditability



Your next step

T-Systems supports you from use case definition to productive rollout.
Start your AI transformation now — sovereign, secure, and measurably effective.
Experience SmartChat in a demo or book an AI workshop to get started.

www.t-systems.com/health

Deutsche Telekom Healthcare and Security Solutions GmbH
Friedrich-Ebert-Allee 140, DE-53113 Bonn

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