

Fullerton, Microsoft Singapore to drive digital transformation

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Leading APAC healthcare platform sets goal to be 100% on cloud within three months



Singapore- Leading APAC healthcare platform, Fullerton Healthcare Corporation Limited and Microsoft Asia Pacific have announced a partnership that aims to transform Fullerton Health's business operations and processes, and its engagement with patients, doctors, and clients for the digital age.

The parties signed a Memorandum of Understanding (MoU) that will see Microsoft as a partner in driving the transformation of Fullerton Health's existing technology infrastructure, as well as introducing intelligent services such as Artificial Intelligence (AI) in their existing processes. The partnership also aims to drive innovation within the healthcare sector through co-creation of scalable solutions.

Key to the partnership is moving Fullerton Health's existing line of business applications to Microsoft Cloud, with the goal to be 100% on cloud for approved processes in Singapore within the next three months and in other markets within the next 18 to 24 months. This will mark a first for a Singapore healthcare organisation hosting its business applications on a cloud platform, which will act as the foundation for the company to introduce advanced technologies such as advanced analytics, machine learning and AI to improve its existing operations as well as better engage its doctors, clients and patients.

"Various trends like demographic changes, pervasiveness of connected devices, rise of chronic diseases and demand for better care are requiring healthcare companies to innovate and rethink the way they deliver care to patients," said Dr Samuel Chong, Group Chief Technology Officer, Fullerton Health. "With the rise of emerging technologies such as cloud, big data, block chain and AI, we see tremendous potential in tapping technology in ways that were more challenging previously. Our partnership with Microsoft will allow us to digitise our operations and deliver better quality care in an affordable, accessible and sustainable manner."