An Ever-Growing Problem for Patients

Content clutter and information overload are causing communication issues between healthcare providers and their patients.

7/10
Seven out of ten people feel websites have become too complicated

Lifeline IT
Both companies and patients believe that conversational AI can reduce this friction.

- **69% of consumers** prefer AI for quicker communication. (*State of Chatbots, 2018 Report*)
- **72% of consumers** place higher trust in the company upon having good experience with a voice/chat assistant. (*Capgemini*)
- **80% of businesses** plan to add conversational interfaces by end of 2020. (*Gartner*)
- **50% of large, consumer-centric enterprises** will support conversational AI UX by the end of 2020. (*Gartner*)
But 99% of enterprises *can’t* successfully deploy and maintain conversational interfaces.

- Expensive and time consuming
- Require NLP or ML expertise and mountains of data
- Limited scalability
Introducing Hyro

Hyro creates plug & play conversational AI assistants (chatbots and voice assistants) by seamlessly ingesting information from data sources.

- **Scrape**: Hyro *scrapes* existing data sources (website, DBs, APIs, etc.)
- **Translate**: Translates the data to a knowledge graph (KG) queryable by natural language
- **Understand**: Adds natural language *understanding* layers
- **Embed**: Generates a conversational AI assistant that can be easily *embedded* on various platforms
Most conversational solutions

Limited “intent-based” flows

Predefined playbooks and limited state machine learning requires thousands of examples per intent

Open “intent-less” conversation

- Automatic knowledge graph based on existing content
- Learning requires few dozens of examples overall
Why Customers Love Hyro

Seamless Deployment
- Plug & play deployment in days
- Automatically enriches and embeds data without any taxing business efforts
- No building platform, predefined playbooks or training data required

Zero Maintenance
- Updates conversations daily based on content
- Automatically learns and improves over time
- Scales effortlessly with record speed
Hyro’s clients report better engagement, CSAT scores and conversions.

Weill Cornell Medicine needed to increase engagement for digital patient services which were underutilized due to overwhelming amounts of data and navigation issues. Hyro helped Weill to focus on increasing converted online appointments by deploying a conversational interface that helped patients find the right physician and book easily using voice and text.

“What attracted us to Hyro was the sophistication and flexibility of their approach. They adapted to us rather than us having to adapt to them. Their ability to quickly add and scale new use cases with little client-side maintenance is increasingly valuable in a world where digital engagement has become essential.”

Curtis Cole, CIO OF WEILL CORNELL MEDICINE

+46%  Conversion Rate for Appointments

+600% Session Duration on Website

-31%  Website Bounce Rate
Other Notable Deployments in Healthcare

Montefiore Health System
Columbia University
Novant Health
Mercy Health
Genesis
Arc Austin Regional Clinic
Providence St. Joseph Health
Fisher Titus Medical Center
Owensboro Health
Sheppard Pratt Health System
Clearsense
Bon Secours
Broward Health
University Hospital
Mt. San Rafael Hospital
St. Elizabeth Healthcare
A stellar patient journey starts with hyro

Request your demo today

www.hyro.ai | contact@hyro.ai | Microsoft Azure Marketplace