



Industry AI Platform

Private AI Copilots: AI-Ready Data and Industry-Ready AI

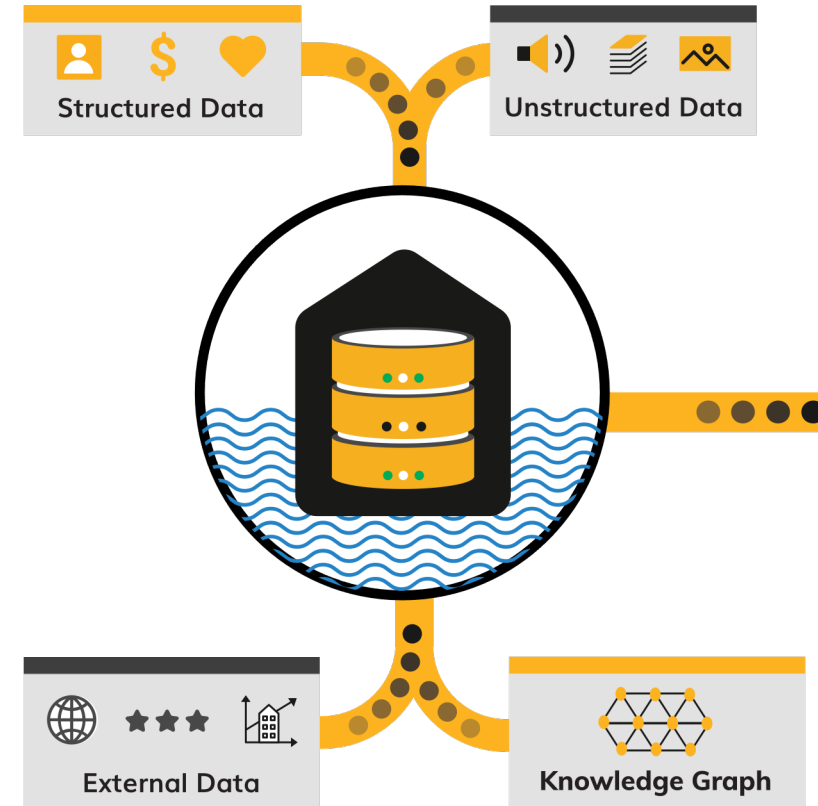
Long-Term Care



About

Leading senior living organizations use Skypoint to unify disparate **data**, utilize the power of industry specific Large Language Models (LLMs) and activate powerful **insights** to increase productivity and drive operational efficiency.

- **What We Do:** Industry AI Platform to "Chat with Your Data"
- **How We Do It:** Industry focused capabilities for Copilot, your everyday AI companion
- **HQ:** Portland, Oregon (*Founded 2020, 50 employees, 100 customers*)
- **Licensing:** Microsoft Marketplace or Direct



HITRUST r2 Jul '24





Problem: Siloed systems and operations impedes contextual and user-friendly access to data



Best of breed CRM, marketing and engagement applications.

CRM / Engagement



Payroll, staffing, temp agencies, operations and related applications. Accounting, ERP, and financial systems, 3rd party apps

Staff / Ops / Financial



Clinical systems (EHR), Claims, RX, SDOH and related applications

Clinical / RX / Payer



File shares, SharePoint, OneDrive, Documents, Audio, Images, Videos, Spreadsheets, PDFs etc.

Unstructured Data



Data providers, external data from 3rd party sources (review sites, listing sites, government etc.)

External Data



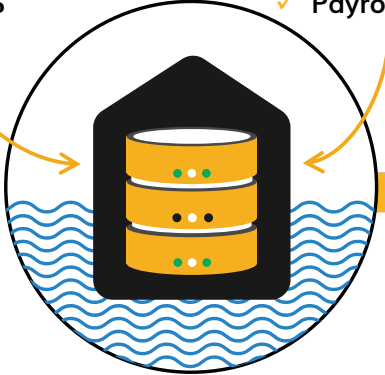
Long-Term Care Industry AI Platform

Skypoint connects fragmented data into complete data models powering industry specific reasoning engine and natural language interface to boost your productivity.

1. Unify Your Data Sources

Consolidate data sources like CRM, EHR, ERP, audio, video, documents and more to truly **own your data**.

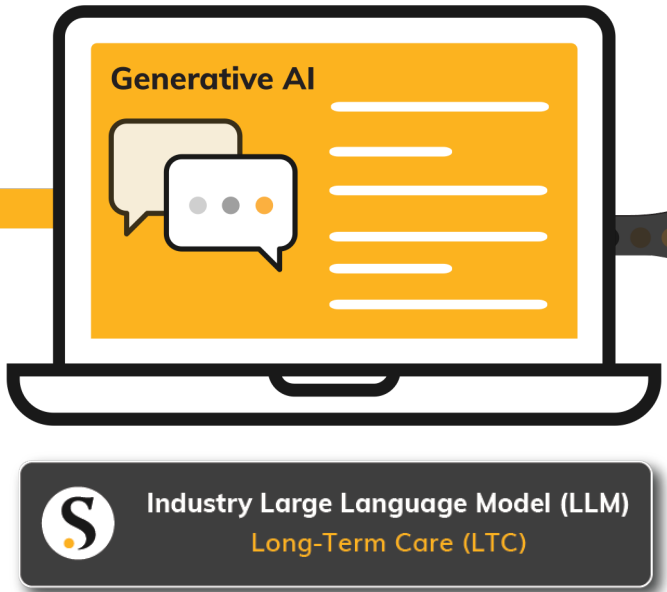
- ✓ Yardi
- ✓ Sage Intacct
- ✓ PointClickCare
- ✓ Sherpa
- ✓ TELS
- ✓ Salesforce
- ✓ WelcomeHome
- ✓ Eldermark
- ✓ UKG
- ✓ Payroll



Other system sources available.

2. Chat With Your Data

Elevate generic off-the-shelf AI solutions with **higher privacy and security standards**, for instant answers in plain language, grounded in **industry-specific context**.

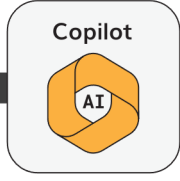


3. Boost Your Productivity

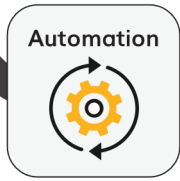
Engage personal AI copilots for **key use cases**:



Risk Management: Identify potential health risks and safety hazards, allowing for proactive measures to enhance resident care and safety.



Personalized Patient Care: Customize care and wellness plans for each resident based on data insights.



Operational Efficiency: Enhance scheduling, staffing and instant resident info with AI-powered insights to reduce time and costs.

Family Engagement: Strengthen family communication with frequent, tailored updates on resident wellbeing.

Regulatory Compliance: Streamline regulatory adherence through effective data handling and reporting.

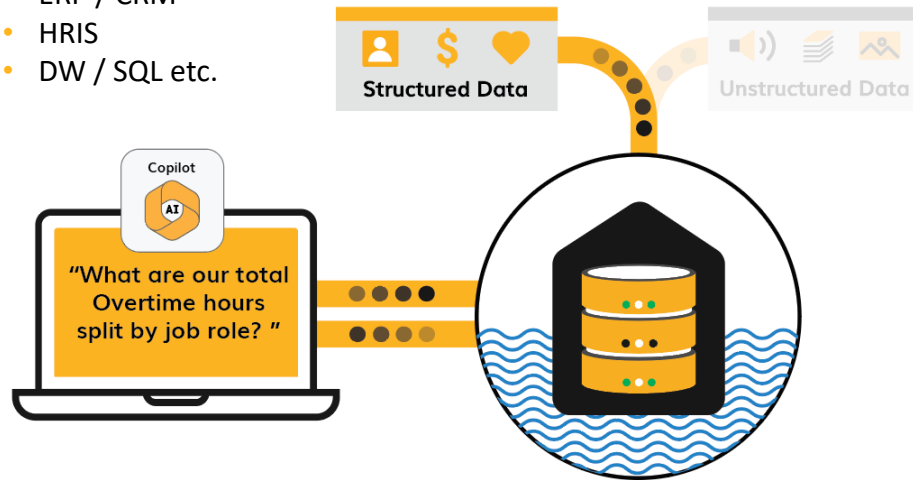


Structured, Unstructured and Combo Prompts

Structured:

Data that is **organized** in a pre-defined format from common systems and solutions – primarily SQL or API based:

- EHR
- ERP / CRM
- HRIS
- DW / SQL etc.



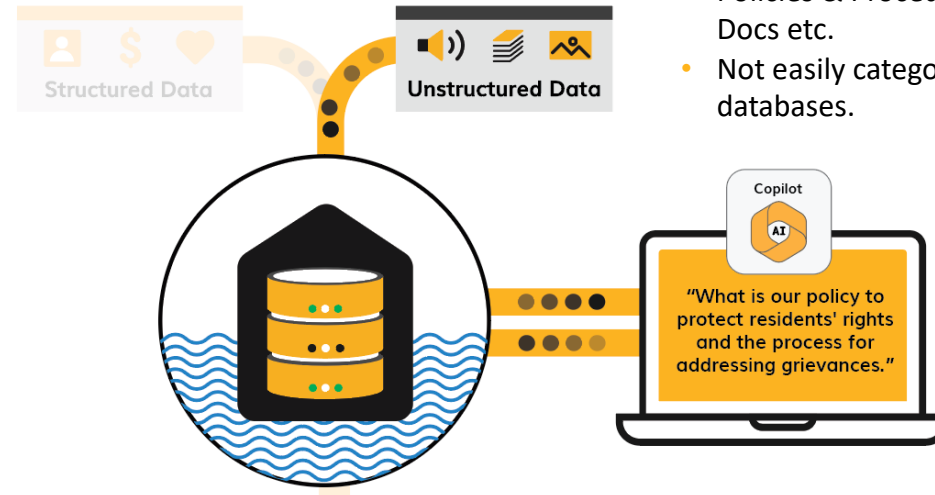
Structured data is well-organized and follows a predefined structure, making it suitable for traditional data analysis methods.

Unstructured:

Data that is **not organized** in a pre-defined manner or does not have a specific format:

- Text documents, Emails
- Videos, Audio recordings
- Policies & Procedures, Compliance Docs etc.
- Not easily categorized into traditional databases.

VS.



This unstructured data often contains valuable insights and information about your organization's practices, policies, and procedures.

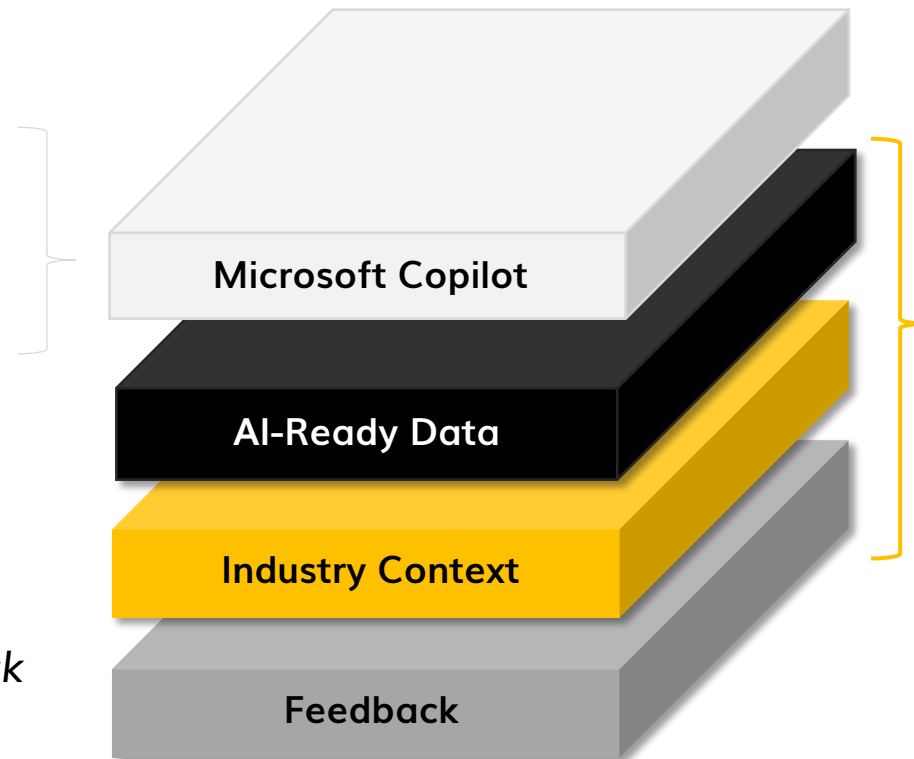


Better Together: Microsoft Copilot + Skypoint Industry-Ready AI

Microsoft Copilot:

- Generic Large Language Models
- Limited Industry Context
- Low accuracy and hallucinations if you add your business data
- Expensive DIY model evaluation & fine-tuning
- Per user fees

Generic Copilots will help you with basic tasks, but can be supplemented with data, industry context, and feedback (RLHF) mechanisms to be "industry-ready."



Accelerate, Enhance & Supplement:



Your Unified Data Sources

AI-ready united data with Tags, Labels & Rules



Industry-Specific Context

AI's reasoning engine must be equipped with context - LLM fine-tuning and industry-specific embeddings.



Multiple Fine-Tuned Models

Multiple Industry, job role and use case-specific models and context with RLHF (Reinforcement Learning from Human Feedback) orchestrated and tailored to senior care.



**"Industry-Ready"
AI Copilots**



Industry Ready AI: What Each Layer of the Stack Needs

AI Agent User Interface

The user interface (UI) through which humans interact with their data through Skypoint.

Tools used:

- ✓ ChatGPT GPTs
- ✓ Microsoft M365 Copilot
- ✓ Microsoft Copilot Studio
- ✓ Skypoint Private Copilot

Add Industry Context

AI's reasoning engine must be equipped with context.

- ❑ LLM fine-tuning and orchestration (Mixture of Experts)
- ❑ Industry-specific embeddings (phrases and terms) and thought traces (tree of thoughts)

Tools used:

- ✓ OpenAI, OSS Models (Skypoint)
- ✓ Astra DB
- ✓ Cosmos DB
- ✓ Databricks

Add Unified Data Sources

AI-ready unified data:

- ❑ Tagging
- ❑ Labeling
- ❑ Rules

Tools used:

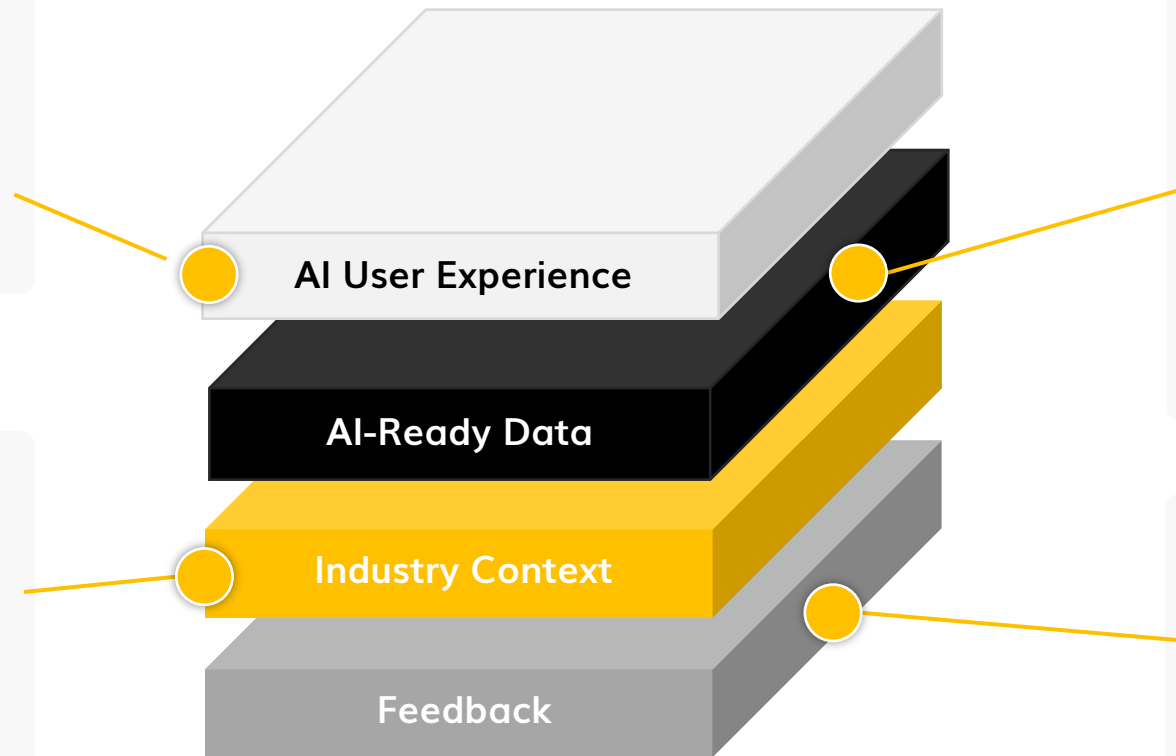
- ✓ Databricks Unity Catalog
- ✓ Cosmos DB
- ✓ Astra DB

Feedback & LLM Fine-Tuning

- ❑ Multiple Industry, job role and use case-specific models and
- ❑ context with RLHF (Reinforcement Learning from Human Feedback)
- ❑ Orchestrated and tailored to Long-term care
- ❑ Human supervision of AI

Tools used:

- ✓ OpenAI, OSS, Databricks, Azure AI Studio
- ✓ Astra DB / Cosmos DB
- ✓ Azure Monitor





Our Privacy-First Approach to Generative AI

Skypoint's CoPilot / Plugin ensures HIPAA-compliant, secure, and efficient management of sensitive data. We ensure that data never leaves your organization, providing an additional layer of security and compliance.

Skypoint's stringent privacy control measures:



- ✓ **Data Encryption:** In transit and at rest
- ✓ **Secure APIs:** For all data transmissions
- ✓ **RBAC:** Role-Based Access Control
- ✓ **MFA:** Multi-factor authentication
- ✓ **Audit Trails:** Comprehensive logging
- ✓ **Data Masking:** For sensitive information
- ✓ **Data Isolation:** Prevents cross-tenant leakage
- ✓ **Continuous Monitoring:** Continuous security checks
- ✓ **Data Backup:** Regular backups and recovery
- ✓ **Employee Training:** On HIPAA and security
- ✓ **Frequent Compliance Audits:** Internal and external - (HITRUST certification expected by Jul 2024)



Skypoint AI Use Cases:

The screenshot shows the Skypoint AI interface. On the left is a 'Chat History' sidebar with a 'Pinned' section containing 'OT Hours by Job Role' and a 'History' section with three items: 'Care Plan for Andrew S.', 'Vital Signs for resident 65132', and 'Our Compliance Policy'. The main chat window is titled 'AI Chat' and shows a query: 'Care Plan for Andrew Based on Known Allergies'. The response lists the following medications:

- The care plan for Andrew based on his known allergies is as follows:
- Acetaminophen
- Codeine
- Lisinopril
- Penicillins
- Opiate derivatives

Sales & Marketing

- Avg. % of closed sales by facility
- Highest # of initial home visits across all facilities
- Top 5 visitor-to-visitor conversion rate by facility

Clinical Knowledge Mgt.

- Discharge Criteria for Alzheimer's and Dementia Program
- Rules for residents' use of prescription & nonprescription medications

Resident/Patient Clinical Data

- insurance details for Sheila Carter
- Most recent vital signs for resident ID 65132
- List all allergies for Andrew, S.

Compliance Knowledge Management

- Explain how our facility ensures compliance with state regulations for skilled nursing or assisted living.

HR Knowledge Management

- What are our insurance benefits?
- How many Vacation Days do I have left?

Clinical: Population Health Data

- Compare vital sign trends between different facilities
- Vital signs during periods of elevated pain to understand physiological responses

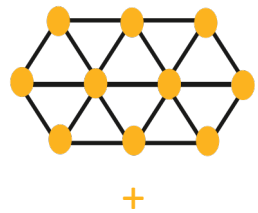
Operational / Financial Data

- Avg. community occupancy rate
- Overtime hours by job role
- Resident count by living type



Why SkyPoint

First to market with a privacy-first industry LLM, built on best-in-class AI infrastructure, with secured compute resources to survive AI's demand.

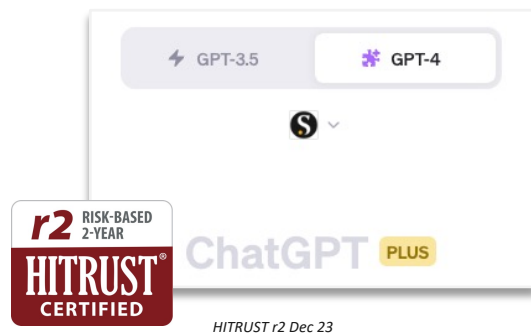


Addressed Gen AI's Privacy Concerns

Proprietary, Privacy-first Copilot, built on Azure and OSS, fortified by HITRUST security.

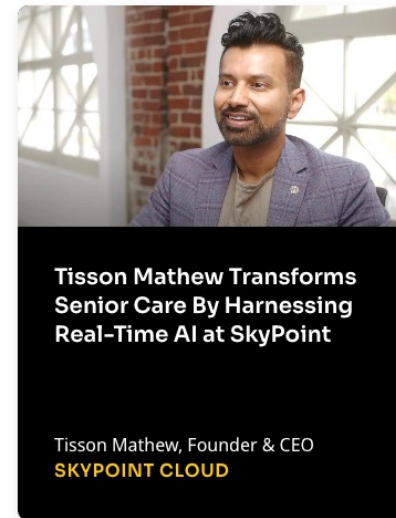
Domain Expertise

Industry Domain Knowledge + Industry LLM



We've Secured AI Compute

We took proactive measures late last year to secure leases for GPUs and AI services. This foresight allows us to continue offering SkyPoint AI at competitive prices.



Aligned With AI Leaders:

- Microsoft AI Partner
- [DataStax Digital Champion](#)
- Databricks AI Partner



Platform Pricing & Signup

Monthly Subscription

\$2,995 / mo

Starting price includes:

- ✓ Managed Data Lakehouse
- ✓ Industry-Specific LLM / AI Stack
- ✓ 500 Monthly AI Compute Hours
- ✓ Private Plugin (ChatGPT / MSFT Copilot)
- ✓ Common Industry Data Sources
- ✓ Industry-Specific KPIs & Reports
- ✓ Built-in Data Catalog & Lineage
- ✓ Onboarding & Technical Support

[Find Your Plan](#)

Offers for: Senior Living, Value-based Care, Retail, Hospitality, Government, and general industry.

We offer simple pricing models with everything you need to effectively embrace generative AI.

- 500 hours of Skypoint compute credits included
- 1 hour of Professional Services per month per \$1k spent
- Additional credits are \$7.50 / unit, per minute billing
- Optional Private Copilot available for @ \$1995 / month (unlimited users)
- Additional Professional Services quoted based on requirements

Sign up Channels:

[Skypoint Website \(Direct\)](#)

[Azure Marketplace \(Microsoft Billing\)](#)



Support & Services: What's Included



Professional Services Hours:

For every \$1,000 of your subscription, you gain access to **1 hour** of our professional services. This means a minimum of 3 hours per month* of expert support to assist with your specific needs, including:

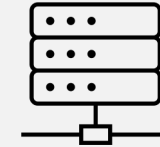
- ✓ Weekly Stand Ups
- ✓ Customer Success (training and adoption / data strategy / estimation and scoping)
- ✓ Minor Enhancements (ex: Changing a slicer in Power BI or an annotation for a column for AI)



Break-Fix & Maintenance:

Your subscription covers all break-fix and maintenance needs.

- A "Break-Fix" pertains to resolving issues or malfunctions that hinder the platform's existing functionality, ensuring it works as intended.
- Any issues or malfunctions with the platform will be resolved promptly by our team at no additional cost.



Data Integration:

We facilitate the integration of your raw data from various sources, with a nightly refresh.

- Integration costs are covered by us, provided we already support the integration method.
- If the data integration sources are not currently supported, or the method of integration changes, additional fees may apply.

Exclusions – New Enhancements: New enhancements or minor modifications to the platform are not included in the subscription cost or in your monthly professional services hours.

- A new enhancement refers to any new feature, significant modification, or customization (i.e. custom report) that adds functionality or improves upon existing capabilities of the platform.
- Any downstream services, including the setup of our reports, are considered professional services and will be scoped accordingly. Professional services are billed at \$250 per hour.

**Unused Professional Service hours do not roll over from month to month.*



Thank You - Stay in Touch!



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