

Data-led care delivery

Improving patient services and resource utilization with Microsoft Fabric and AI-led analytics

The Modernization
Engineering Company



Summary

Sonata helped a healthcare provider modernize its operational performance with a Microsoft Fabric-based data and analytics platform integrated with Copilot Agents and Power BI. The solution unified visibility across key departments, improved scheduling accuracy, enabled predictive planning, and supported better utilization of clinical resources. The engagement delivered measurable outcomes, including a 70% reduction in scheduling errors and an estimated £500K in savings through reduced agency costs and improved resource allocation.

Customer overview

One of UK’s largest independent private hospitals, known for advanced clinical care, specialist expertise, and patient-centric outcomes.

Pressure points

The client relied on manual processes across critical operational areas, including bed management, theatre scheduling, and outpatient bookings. This created delays in patient admissions and discharges, limited visibility across departments, and contributed to underutilization of key healthcare resources such as diagnostic equipment and cancer care chairs.

Limited real-time visibility into operational performance across departments

Underutilized clinical infrastructure and diagnostic resources

Inefficient scheduling processes affecting resource planning

Patient flow delays impacting admissions, discharges, and bed turnover

Consultant retention risks due to competition and limited digital infrastructure

Solution highlights

Sonata implemented a Microsoft Fabric-based data and analytics platform integrated with Copilot Agents and Power BI. The platform enabled unified dashboards, predictive models, AI-driven resource management, automated scheduling, and analytics-led insights across patient services, diagnostics, cancer care, and surgical and medical care.

Built unified dashboards across patient services, diagnostics, cancer care, and surgical & medical care

Enabled predictive models for admissions, discharges, and staffing

Implemented AI-driven room and bed management with real-time updates

Automated theatre slot allocation and utilization tracking

Delivered analytics for cancer care chair utilization

Supported radiology workflow optimization

Enabled consultant activity tracking and revenue leakage analysis

Results that speak volumes

Improved bed turnover through faster patient discharge processes

Enhanced patient experience with same-day appointments and faster diagnostics

Increased visibility into departmental performance and resource utilization

Improved planning for admissions, discharges, staffing, and scheduling

Strengthened operational decision-making through AI-led insights and analytics

By the numbers

8–10% improvement in theatre utilization

50% of patients discharged by 11:00 AM

70% reduction in scheduling errors through Copilot automation

15% increase in consultant room utilization

12% improvement in radiotherapy equipment utilization

£500K estimated savings from reduced agency costs and better resource allocation