GENISYS GROUP

A Global Leader in Healthcare Innovation

Solution Areas & Our Capabilities

Agenda

1. About Us

- Overview of Genisys Group
- Our Journey - Introduction to Bandhan Group

2. Introduction: Who We Are

- The Forge–Foundry–Factory Model: Translating Business Value into AI-Driven Outcomes
- Software Services Aligned to the Forge–Foundry–Factory Model

3. Our Solutions and Capabilities for NHS

- **Factory – Enterprise Solutions**
- **Foundry – Middleware for NHS APIs**
- **Example Use Cases – Prescription & Patient Data Integration, Imaging & Unified Patient view Integration**

4. Proven Impact

- Portfolio of Work - Selected Case Studies

5. Engagement Model

- BV-DES: Our Proprietary Approach to Business Value Design and Execution
- How We Collaborate with Clients

Genisys Group: Transforming Customer Imagination to Customer Experience

Genisys Group is wholly owned subsidiary of Bandhan Group - a $2.5 Bn Organization

01

OUR POSITION

We harness IT- and AI-enabled solutions, modern cloud-based solutions, and advanced automation to enable your digital transformation. Let's build a better future by #Powering Transformation

02

OUR EXPERIENCE

- 100+ active clients
- 500 Plus customer engagements
- 1000+ employees
- 5 key industries
- 3 business lines
- Presence in 3 continents
- CSAT 4.7/5

03

OUR CAPABILITY

- Best in Class quality process
- Agile delivery model
- Our capabilities include:
  - Providing Cloud-powered solutions for enhanced performance
  - Leading the way with AI/ML-driven innovation
  - Guiding digital transformation across applications and infrastructure
  - Unlocking valuable insights from data
  - Delivering world class ad operations outsourcing service
  - Enabling efficiency through business process outsourcing

PARTNERSHIP

databricks PARTNER

aws PARTNER

Microsoft Partner

CERTIFICATIONS

CERTIFIED ISO 9001:2015 COMPANY

CERTIFIED ISO 27001:2013 COMPANY

Genisys Group: A Bandhan Company - A $2.5 Bn Organization

Bandhan Group

2001

Bandhan was conceptualized and founded by **Mr. Chandra Shekhar Ghosh**. Bandhan Started as a Society that stood for poverty alleviation and women empowerment through sustainable livelihood creation. Started microfinance operations in rural Bengal and the northeast

Bandhan Financial Services Ltd (BFSL)

Investment is the main business of BFSL

Bandhan Financial Holdings Limited

BFHL was set up to **establish Bandhan Bank after carving it out of BFSL** and invest in entities in the financial services sector.

Bandhan Bank

Bandhan Bank is India's youngest universal bank. It has a strong focus on providing financial services to the unbanked and under-banked segments of Indian population with >70% branches in rural and semi urban areas. Serves more than 3cr. customers, through >6k banking outlets

Bandhan AMC

BFHL has **acquired IDFC AMC and IDFC AMC Trustee Company** towards end of FY23. FY24 will be the first year of the merged entity

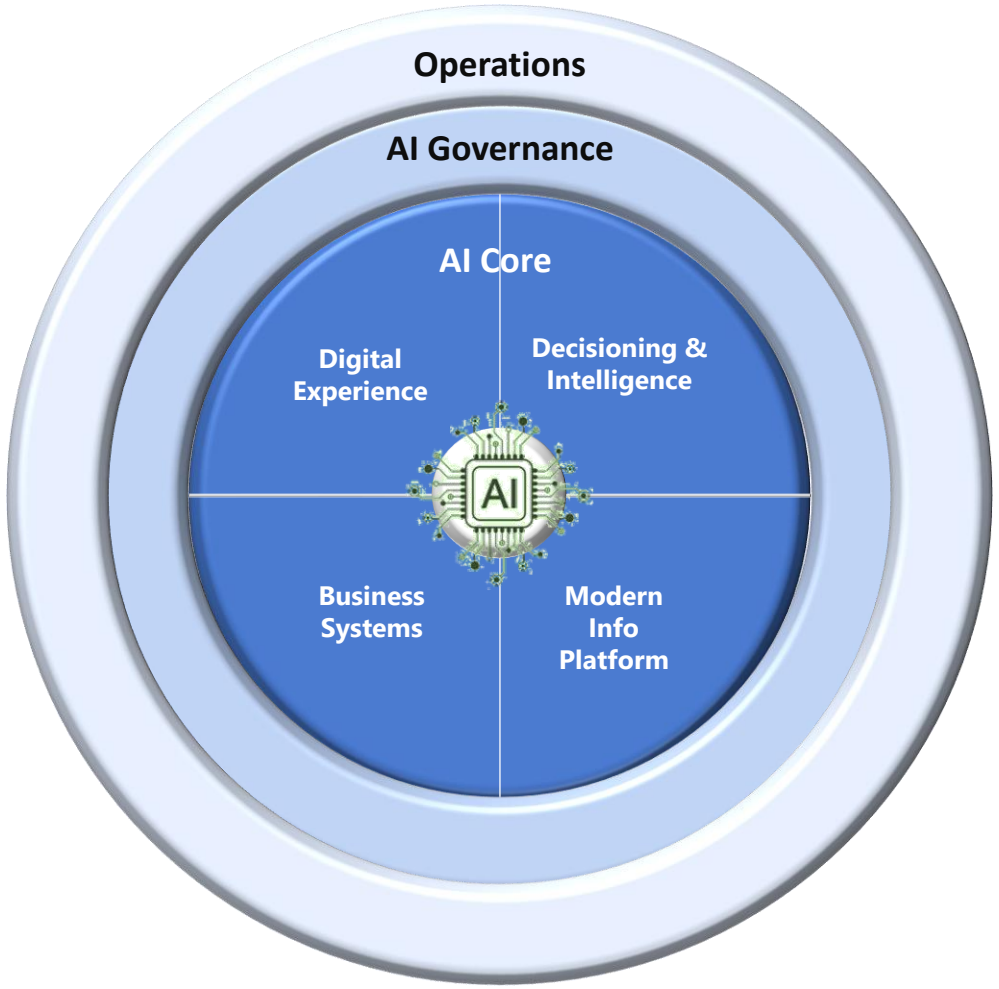
Bandhan Life

BFHL has acquired Aegon Life during FY23. Aegon Life (now branded as Bandhan Life) is actively building the insurance team and cutting edge B2C Insurance organization.

Genisys Group

Genisys empowers customers with cutting edge technology services, and solutions, enabling them to achieve their strategic objectives and enhance their operational efficiency.

We make Business Value (BV) an AI accelerated reality



Business Impacts

- Patient Experience
- Revenue
- Loss
- Cost

Fuel transformed business value @ intersection of Business, Ops & AI

BV - Platform: AI Core – customized & accelerated

1. **Factory**
   Domain led integrated solutions using foundry & forge
2. **Foundry**
   Modular Accelerators across layers of AI Core
3. **Forge**
   AI assisted foundational Engineering Life Cycle

HumAIn Ops: AI Assisted Operations

Humanized AI: Better Productivity & improved business KPIs

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Our Software Service Offerings across Forge - Foundry - Factory

		Patient Facing Applications	Care Delivery Organizations	Diagnostics & Support Services	Social & Community Care	Pharmacy & Medication Services	System Enablers & Governance Bodies
Factory	Enterprise Solutions across Value Chain	• Digital Health Tracker • Smart Patient Portal • Emergency Support & Scheduling • Prescription Assistant	• AI & Data driven decision systems • Footfall Prediction Models • Discharge Summary Generation	• Cancer Prediction • AI Radiology Interpretation • Emergency Response Optimization	• Mental Health Risk Prediction • Community Care Coordination Platform • Remote Patient Monitoring	• Drug Interaction Alerts • Repeat Prescription Management • Medication Adherence Monitoringring	• Population Health Analytics • Dementia Risk Modelling • Cybersecurity & Compliance Monitoring • Innovation Sandboxes
Foundry	Digital Experience	• Patient Centric Apps • UI/UX Design for Clinical & Patient portals	• Mobile-first & Accessibility-first Apps • GP Apps • Clinical Workflow Automation	• Self serve BI & Insights to Action • Next Gen SaaS Products • Application Maintenance & Support			
	Decision Intelligence	Traditional AI/ ML • Predictive Intelligence • Demand Forecasting & Cold-chain Monitoring • Computer Vision for Medical Imaging	Generative AI • Summary Generation • Multi modal RAG systems • Text to SQL Implementation	Agentic AI • Context aware Master Agents • Reflex & Goal Based Agents • Hierarchical & Multi Agents	AI Governance • Responsible AI • Cost Monitor, Fin-ops		
	Modern Info Platform	• Clinical Decision Support Systems (CDSS) • EHR/PMR Platforms • Cloud & Hybrid Architectures	• Domain-specific Data Products • Unified Global & Patient Data Models • LIMS/PACS integration with EHR/GP Systems	• Metadata Management and Data Lineage • Data Quality Management & Governance • Information Security & Compliance			
Forge	Gen AI enabled SDLC	• Efficient legacy Modernization • Accelerated New Development	• Scenario generation Testing & QA • Dev Ops Management	• Data & Application Migration • Automated Support & Self-healing			

Genisys NHS Interoperability: Powering Patient-Centric Healthcare Solutions

Enable Use Cases across the Ecosystem

- **Patient Facing Applications**
- **Care Delivery Organizations**
- **Diagnostics & Support Services**
- **Social & Community Care**
- **Pharmacy & Medication Services**
- **System Enablers & Governance Bodies**

Retrieve Patient Data from NHS

- **Demographics & Identity** Verified via PDS
- **Clinical Records** Accessed via GP Connect, SCR
- **Authorization & Authentication** Accessed via NHS Login
- **Prescriptions** Accessed via EPS, EMIS Web
- **Referrals & Appointments** Accessed via e-RS, TPP
- **Pharmacy & Medication** Accessed via PMR,PKB

Connect with NHS Digital Services

Authentication & Access

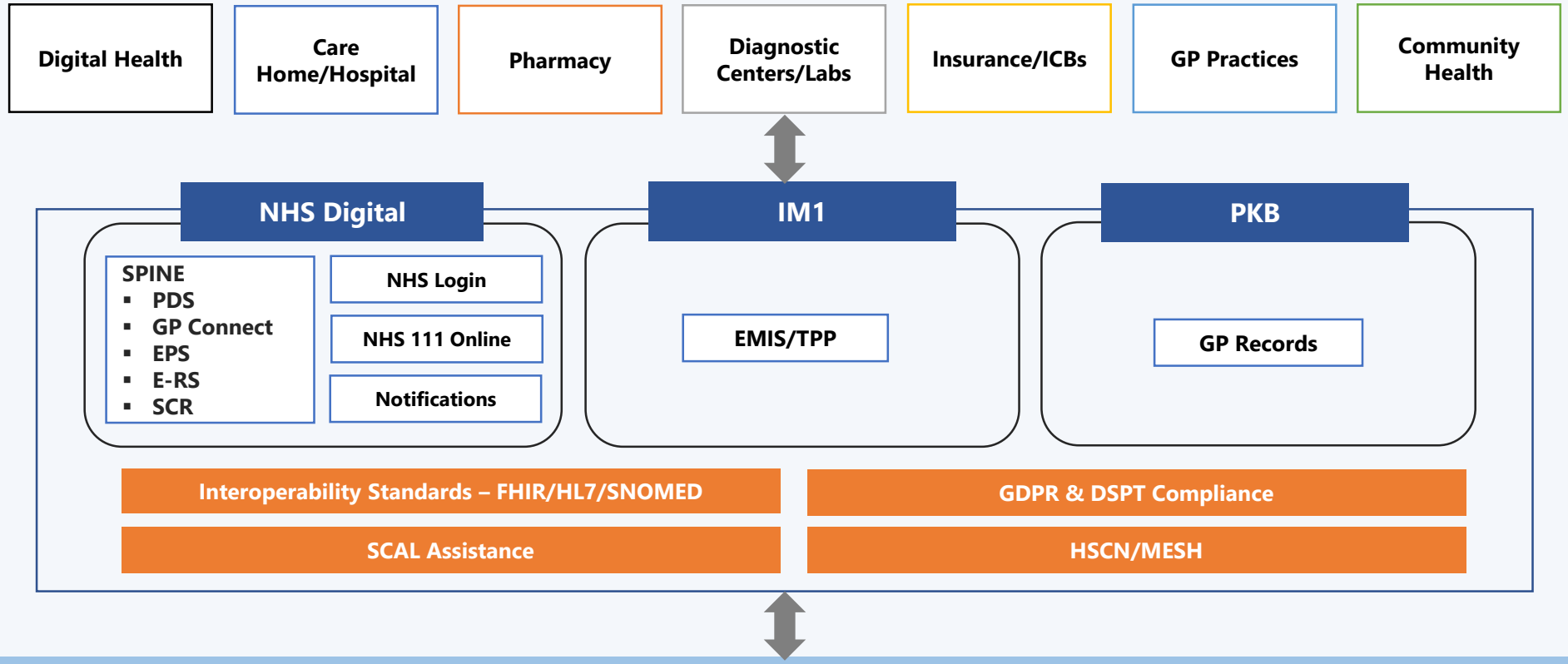
- NHS Login – Secure user authentication
- SPINE – Central NHS infrastructure
- PDS – Patient identity and demographics
- SCR – Essential patient information
- GP Connect – Access to GP records

Integration & Interoperability

- IM1 Adaptor – Third-party system integration
- PKB – Patient-controlled health records
- FHIR/HL7/SNOMED/STU3 – Data Standards
- MESH – Secure messaging

Foundry – Genisys Interoperability Framework

Genisys multi-tenant based API framework accelerates seamless integration with NHS Digital Services, enabling a host of Solutions



Care Providers

- GP Practices
- Hospitals & NHS Trusts
- Community & Mental Health Services
- Integrated Care Systems (ICSs)

Data Custodians & Aggregators

- NHS England / NHS Digital
- Health Data Research UK
- Secure Data Environments
- Local Health & Care Records

Technology Vendors & Integrators

- EHR vendors
- Digital Health Platforms
- Interoperability Enablers

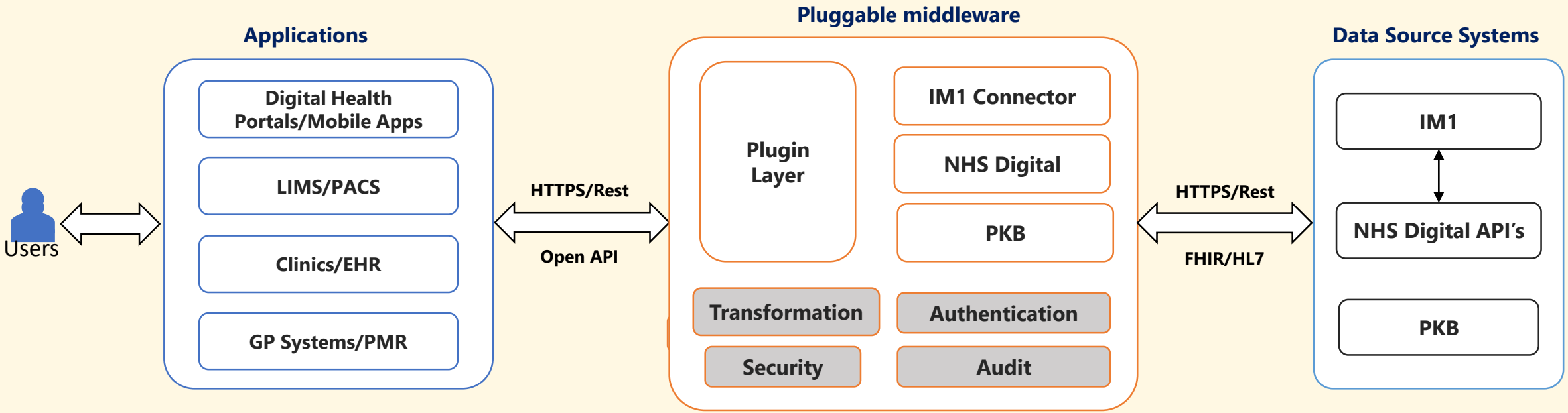
Researchers & Academics

- Universities
- Clinical Research Organizations
- HDR UK-affiliated Research Groups

Governance & Regulatory Bodies

- Health Research Authority
- Information Commissioner's Office
- Professional Record Standards Body

Foundry – Genisys Interoperability - Middleware Solution Architecture



Capabilities

- **A modular middleware component** designed to be embedded into existing healthcare application or platforms.
- Provides secure, seamless connectivity to key UK healthcare system such as **NHS Digital API's, IM1, and Patients Know Best (PKB).**
- The plugin operates as a **middleware component** that abstracts the integration complexities with **NHS Digital, IM1 and PKB** allowing rapid development, data exchange, and compliance.

Benefits of the Framework

- Faster Time to Market (Faster onboarding with the NHS and quicker integration with NHS Digital services lead to accelerated project completion, resulting in significant cost savings)
- Dedicated NHS Liaison, along with support for DSPT and SCAL processes.
- Built on NHS architectural principles with full support for open standards, API First, FHIR and interoperability,
- Pre-tested for Vulnerability scanning, PEN compliance and clinical safety with trusted vendor recommendations provided for penetration testing.
- Vendor Netural, No ARR

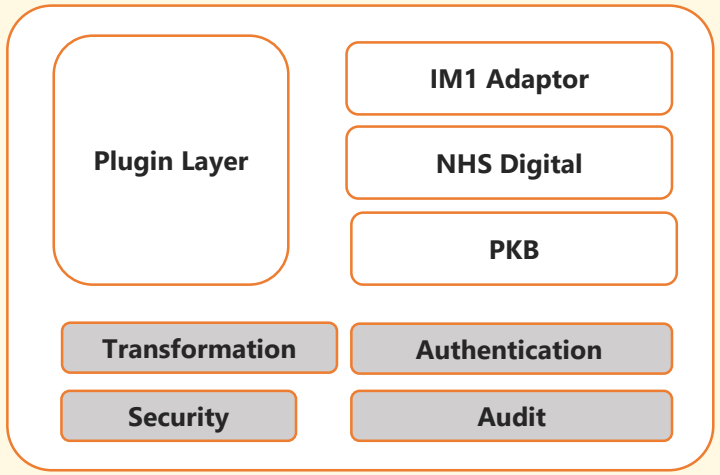
Foundry - Genisys Middleware - NHS Interoperability

Primary Care

- **Systems:** EMIS, TPP (SystmOne)
- **Data:** Patient demographics, prescriptions, referrals, consultations

Challenge: Often siloed, limited interoperability with secondary/social care

Middleware Layer



- **Interoperability:** Connects disparate systems using FHIR, HL7, or custom APIs
- **Data Orchestration:** Normalizes and routes data across care settings
- **Security & Governance:** Ensures compliance with NHS IG, GDPR
- **Audit & Logging:** Tracks data flows for accountability

Value: Enables real-time data exchange, facilitates shared care records, bridges clinical and social care data

Secondary Care

- **Systems**: Oracle Cerner, SystemC, Epic
- **Data**: Admissions, diagnostics, procedures, discharge summaries
- **Integration Need**: Seamless access to GP records and shared care data

Shared & Social Care

- **Systems**: Graphnet, Orion Health
- **Data**: Mental health, social services, community care, care plans
- **Integration Need**: Unified view of patient across health and social domain

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Factory – Enterprise Solutions

NHS Onboarding Services

- **Application onboarding to NHS Digital Services**
  - NHS digital API onboarding
  - GP IT system integration
  - Supplier confirmation accessibility list (SCAL) Assistance
  - NHS SPINE
  - Compliance & regulatory support
  - Product/services technical evaluation & approval process

NHS care services

- **Primary care**
  - **GP care practices**
    - Patient management system
    - Appointment bookings
    - EHRs access
  - **Pharmacy services**
    - White labeled pharmacy apps
    - Prescription services
- **Secondary care**
  - In-patient/out-patient management system
  - Emergency care management system

NHS digital services

- **Patient focused services**
  - NHS secure login
  - NHS authentication & authorization
  - EHRs management & access
- **Provider focused services**
  - Patient portals
  - Appointment booking systems
  - Remote patient monitoring
  - Clinical data insights
- **EHRs & clinical system integration**
- **Data interoperability between platforms/services**

Partner/3rd party system integrations

- **IM1 integrations (EMIS, TPP)**
  - **EMIS/TPP**
    - Integration with GP Systems
    - Pharmacy management
    - Clinical decision support systems
    - Mobile health (mhealth)
  - **Patient knows best (PKB)**
    - Health records access
    - Interoperability & data sharing

Data protection & security

- **GDPR compliance services**
  - DSPT/DPIA/DTAC
  - Data encryption
  - Data access management & authentication
  - Data anonymization
  - GDPR compliance management
  - Secure messaging platforms (MESH)

Our Solutions Portfolio

NHS Integrated App for Pharmacy Management

Client: Pharmacy Management Software Provider, UK

- **Client POC:** Platform Development team
- **Engagement:** Enhance client's app with NHS/IM1 integration that allows patients to view and order repeat prescriptions, book GP appointments and streamline medicine delivery through pharmacy integration

Impact: Enhanced patient care with efficient patient-centered services.

Digital Transformation, Data & Analytics, PharmaTech

Nextgen Patient Administration System (PAS)

Client: Healthcare Technology Company, UK

- **Client POC:** Clinical Transformation & Workflow team
- **Engagement:** Built a comprehensive hospital information management system designed to streamline administrative processes and improve patient care in hospitals and health systems.

Impact: Streamlined healthcare operations and enhanced patient collaboration

Digital Transformation, Data & Analytics, Digital Experience

Prescription Management App

Client: Leading Digital Pharmacy Platform

- **Client POC:**
- **Engagement:** Provide patients with a seamless, secure, and user-friendly experience, enabling them to manage their prescriptions directly through the clients application.

Impact: Increased user adoption and improved patient experience

Application Modernisation, Data & Analytics, PharmaTech

Healthcare SaaS Suite

Client: Leading Pharma & Healthcare Organization
Client POC: CTOs & Digital Transformation Leaders
Engagement: Co-developed a suite of solutions.

- Bespoke software platforms for drug discovery
- Implementation of regulatory compliance and data security solutions
- Strategic consulting for digital transformation

Impact: Delivered scalable, secure, and impactful technology driving industry-wide transformation.

PharmaTech, Data & Analytics, Digital Transformation, Regulatory Compliance

Revenue Growth for Hospital

Client: Private Hospital Chain

- **Client POC:** CFO & Operations Team
- **Engagement:** Developed advanced business intelligence dashboards. These dashboards integrated data from various operational systems, providing a holistic view of financial performance.

Impact: Significant increase in financial performance.

Data & Analytics, BI Modernization, Operations Support

NHS Dementia Analytics

Client: Local Govt. Authority, UK

- **Client POC:** Public Health Policy Team & Clinical Research Division
- **Engagement:** Implemented robust data analytics solutions tailored to process and interpret complex dementia patient datasets.

Impact: Enhanced understanding of patient outcomes and informed policy decisions.

Data & Analytics, BI Modernization, Public Health Support

THANK YOU

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AI-First. Value Accelerated