

From Pilot to Production

An AI case study in Home Care

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CGI



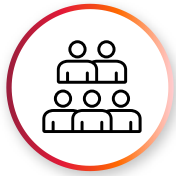
CGI in Australia



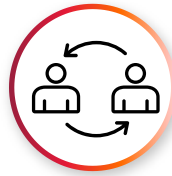
49+
Years in
Australia



\$92.6M
Global revenue



250+
CGI Employees



115+
Clients across all
industries and
government



Offices in
**Sydney, Melbourne,
Brisbane, Canberra,
Hobart and Adelaide**

→ One of the world's
largest IT and
consulting companies

→ Aged Care
automation expertise

→ Built the spine (data
backbone) for the NHS
in UK

→ AWS Global
Healthcare partner of
the year 2022



THIS CASE STUDY IS ABOUT CARE PLAN AUTOMATION

However, these are the three common workflows providers ask us to improve

MY AGED CARE ASSESSMENT

Integrated Assessment Tool (IAT) automation

Turns My Aged Care assessment outputs into a review-ready care pack, then carries approved decisions into delivery

- Reconciles the Integrated Assessment, decision and support documents
- Drafts the Care & Services Plan and Support at Home budget
- Supports client confirmation, rostering, invoice checks and outcomes

COMMONWEALTH HOME SUPPORT PROGRAM

CHSP intake automation

Converts a My Aged Care Support Plan into a structured care plan for the provider's care management system

- Extracts and summarises source content with traceability
- Allow staff to edit, split and map each care-plan element
- Validates mappings before human-approved system write-back

RESIDENTIAL CARE CLAIMS

AN-ACC reconciliation

Brings expected funding, Services Australia processing, cash and accounting evidence into one controlled close

- Recalculates expected entitlement from resident-level evidence
- Separates underpayment, overpayment, timing and data issues
- Ties statement, remittance, bank and GL for finance review

How one provider went from **buried in paperwork** to Gartner recognition



**Recognition for solving the admin
challenge with Care Planning**

We continue to work with ECH on automating other workflows

MEET ECH



5000+

Clients and residents in South Australia

800+

Team members

Since 1964

Profit-for-purpose. No shareholders.

Self-determination. Confidence at home. The best possible life as people age.

BEFORE AI - 2024

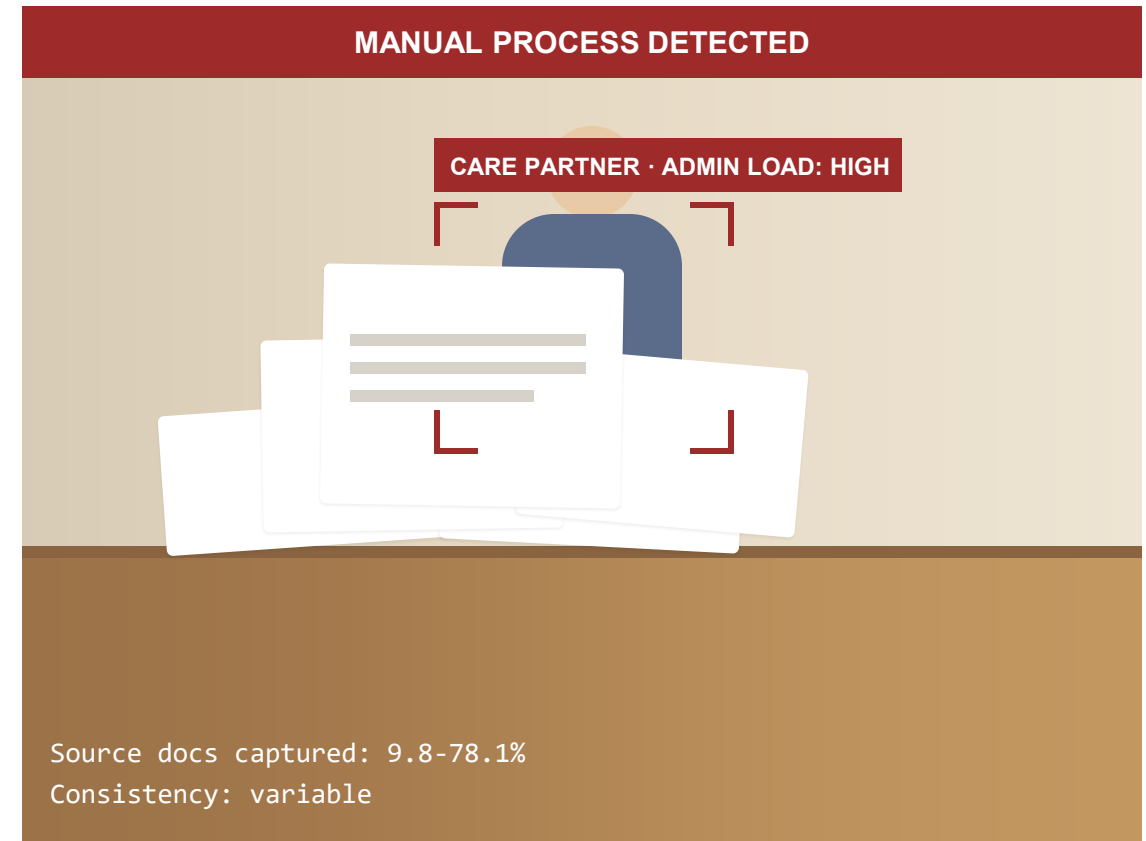


Every care plan started as an hour of paperwork.

60 min

per client, by hand

**Same workforce. Rising demand.
Quality that varied plan to plan.**



THE SEVEN-WEEK TEST



Judged on three things that matter in care.

KEY METRIC 1

Accuracy

Does the plan reflect the source assessments, correctly?

KEY METRIC 2

Consistency

Same structure and quality, every plan, every partner.

KEY METRIC 3

Completeness

Nothing important from the source documents left out.

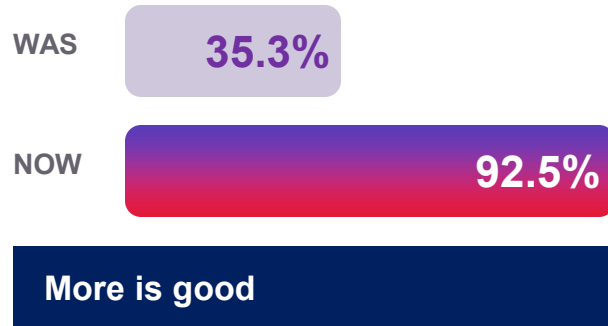
A fair, measurable bar. Set before we started.

WITH AI – 2024 to 2026

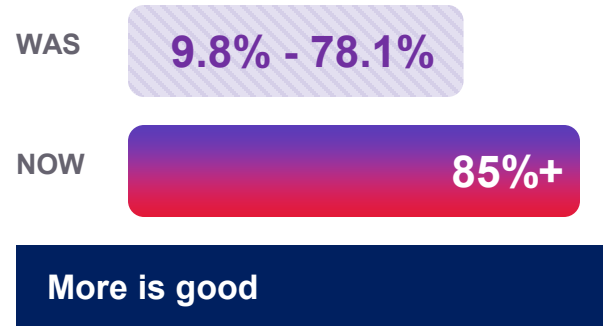


We did not just nudge the bar. We broke it.

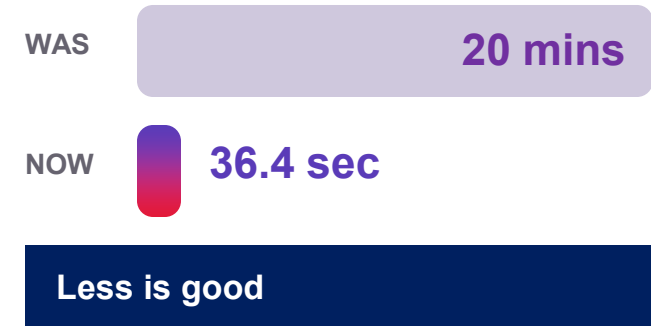
ACCURACY OF THE CARE PLAN



CONSISTENCY OF THE PLAN



TIME TO DRAFT A PLAN



Accuracy 35% to 92.5%, a 164% gain in data capture. Consistency above 85%. Twenty minutes of drafting done in 36 seconds.

HOW WE MET ECH



AWS pointed ECH to CGI



A referral built on trust. Now CGI had to earn it.

WHAT WE SHOWED THEM

Eight demos that turn captured evidence into operational intelligence

01 · AGENTIC AI

Multiple lenses, one recommendation

Care, clinical, regulatory and family lenses converge.

02 · VIDEO INTELLIGENCE

Meaning-based segmentation

Video routed to the right care pathway while fresh.

03 · TRANSCRIPT INSIGHTS

Transcript as a data asset

Completeness, speakers, evidence and risk checked.

04 · AUTOMATED SCORING

Configurable criteria

Every conversation scored into reusable signals.

05 · CLINICAL INSIGHTS

Each score a planning signal

Conditions and critical factors, person to cohort.

06 · MULTILINGUAL AUDIO

Voice as first-class data

English, Mandarin, Arabic, Hindi, Vietnamese and more.

07 · OPERATIONAL PLANNING

Signals to service decisions

Facility, suburb, state and national planning.

08 · SAFETY & NUTRITION

Falls and hydration cues

Observable care evidence from video.

A FAST YES, THEN A CATCH

**They wanted it.
Straight away.**

THE OBSTACLE

**ECH had no cloud
platform for AI**

The ambition was there.
The infrastructure to build
and run it was not.

A great idea still needs somewhere to run.

HOW IT ACTUALLY WORKS



The AI drafts. A person still decides.

1

AI drafts the plan

It reads the wellbeing assessments and drafts the care plan.



2

The care partner reviews and decides

A qualified person checks it, edits it, and owns the call.



3

Approved upload to AlayaCare

Only an approved plan is written back to the system of record.

The human decision was never automated away. It was made faster.

WHO BRIDGED THE GAP



So AWS co-funded the AI proof of value



AWS backed it. CGI built it. ECH could finally test it.

CONFIDENCE DELIVERED

**So ECH built the business
case to take it to
production.**

The metrics earned the trust. The trust earned Executive commitment.

BUILT RESPONSIBLY



Production-grade, because care demands it.

ECH owns its data

Full data ownership, in an AWS Healthcare Landing Zone built for compliance.

A unique care persona

Grounded in ECH values, an empathetic AI Care Partner voice.

Best-in-class summarisation

The right model for turning assessments into structured plans.

Self-reflection built in

The model flags where it is not confident in its own output.

Online evaluation

Live monitoring of quality, not a one-off test.

AlayaCare API integration

Writes back into the system ECH already runs. No rip and replace.

Structured. Auditable. Human in the loop. Same workforce, no extra headcount.

THE VALIDATION



**Named Runner-Up, APAC,
in the 2025 Gartner
Eye on Innovation Award.**



For Midsize Enterprises, recognising the AI Care Planning
Tool built with ECH.

“

Comprehensive and accurate care plans are now possible in just 36 seconds, freeing up Care Partners to engage directly with clients and provide tailored, empathetic support.

Sharon Paulson | Head of Digital Workplace Services, CIO, ECH Inc.

What took us weeks then,
we could do **faster** now.
And to **greater** effect.

THE ONE THING TO TAKE HOME

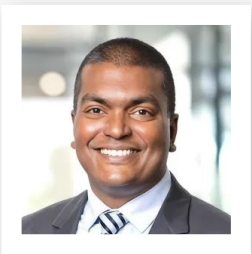
Start with one workflow worth fixing

Today you can **start smaller and move faster**

- Just start
- Get your data right
- Safe to iterate
- Find a Champion
- Strong Change Management

| Make it safe. Prove the value. Then keep going.

Contact us



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Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-focused to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

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