

ConcordCONNECT

Ignition Program:

Accelerating Change Together

Driving Scalable Document Processing
through White-Glove AI-Implementation

✓ Program Overview:

Only 3 out of 10 artificial intelligence (AI) projects in healthcare make it into everyday use¹. At Concord, we're committed to making every AI and workflow automation implementation a success — for 100% of our customers. To make that happen, the Concord Connect™ Ignition Program was created to support your transition from manual document processing to AI-driven Straight-Through Processing (STP) for healthcare.

✓ How it works:

Your dedicated program team begins by understanding your document-based workflows to align our technology to your processes. Then, the Ignition framework uses an agile path to successfully implement intelligent workflow automation with measured results.

💡 Straight-Through Processing

Healthcare Straight-Through Processing refers to receiving, processing and integrating documents and data directly into the system of record, with minimal manual intervention.

ConcordCONNECT[™] Ignition Program:

The **5**
Phases

Phase 1

Strategic Alignment

We collaborate with your team to understand your document workflows, identify high-impact opportunities for automation, and define success metrics.

Phase 3

Targeted Pilot Deployment

We launch a focused pilot using live data and workflows, applying AI models with calibrated confidence thresholds to deliver measurable outcomes.

Phase 5

Sustain & Scale

We provide ongoing support, continuous model improvement, and evolve human-in-the-loop workflows to expand automation across your enterprise and build interoperable STP networks.

Phase 2

Data Readiness & Feasibility

We assess your data quality and test technical feasibility using real-world samples to validate AI model performance and ensure clinical relevance.

Phase 4

Operational Launch & Optimization

We deploy the solution, incorporating user feedback to optimize performance and provide targeted training so your teams can confidently manage the system independently.



Drive Your Organization Forward

Unlock efficiency and innovation with the Concord Connect[™] Ignition Program—reduce risk, accelerate ROI, and scale smarter

Learn more at concord.net/ignition