



**YOU SAVE LIVES,
WE SIMPLIFY CONNECTIONS.**



TRANSFORMING HEALTHCARE WITH CONVERSATIONAL AI

MicroGrid isn't just at the forefront of Healthcare Technologies, we're redefining the entire industry.

Award-winning and results-driven, we use intelligent conversations to empower patient, provider, and pharma alike. An end-to-end Healthcare journey, with personalized support.

That's the MicroGrid difference.

ABOUT US



MicroGrid is an award-winning, ISO 9001-certified enterprise with a vision to redefine conversations where they matter most - in times of distress. We achieve this through our Conversational AI technologies such as chat virtual agents, voice virtual agents, front-end portals, and automation solutions, primarily focused on the healthcare industry.

We believe everyone deserves a healthier, happier future. We leverage the power of AI to build intelligent, personalized dialogues that guide, support, and empower individuals at every step of their healthcare journey.

Over the past three years, MicroGrid has successfully bridged the gap between disjointed processes, promoting efficiency and creating better patient experiences. With 3x year-on-year growth and Big Pharma amongst our clientele, we are committed to continuously redefining communication in the industry. **Let's Talk!** 

OUR JOURNEY

Key Milestones

- > Initiation of Engagement & PoC with a Major Pharma Giant
- > MVP Developed
- > MIC – Pilot Deployed

- > Product Roadmap & Expansion
- > Awards & Recognition
- > Cloud Funding from Google & Azure
- > 3X Revenue Growth

2021

2022

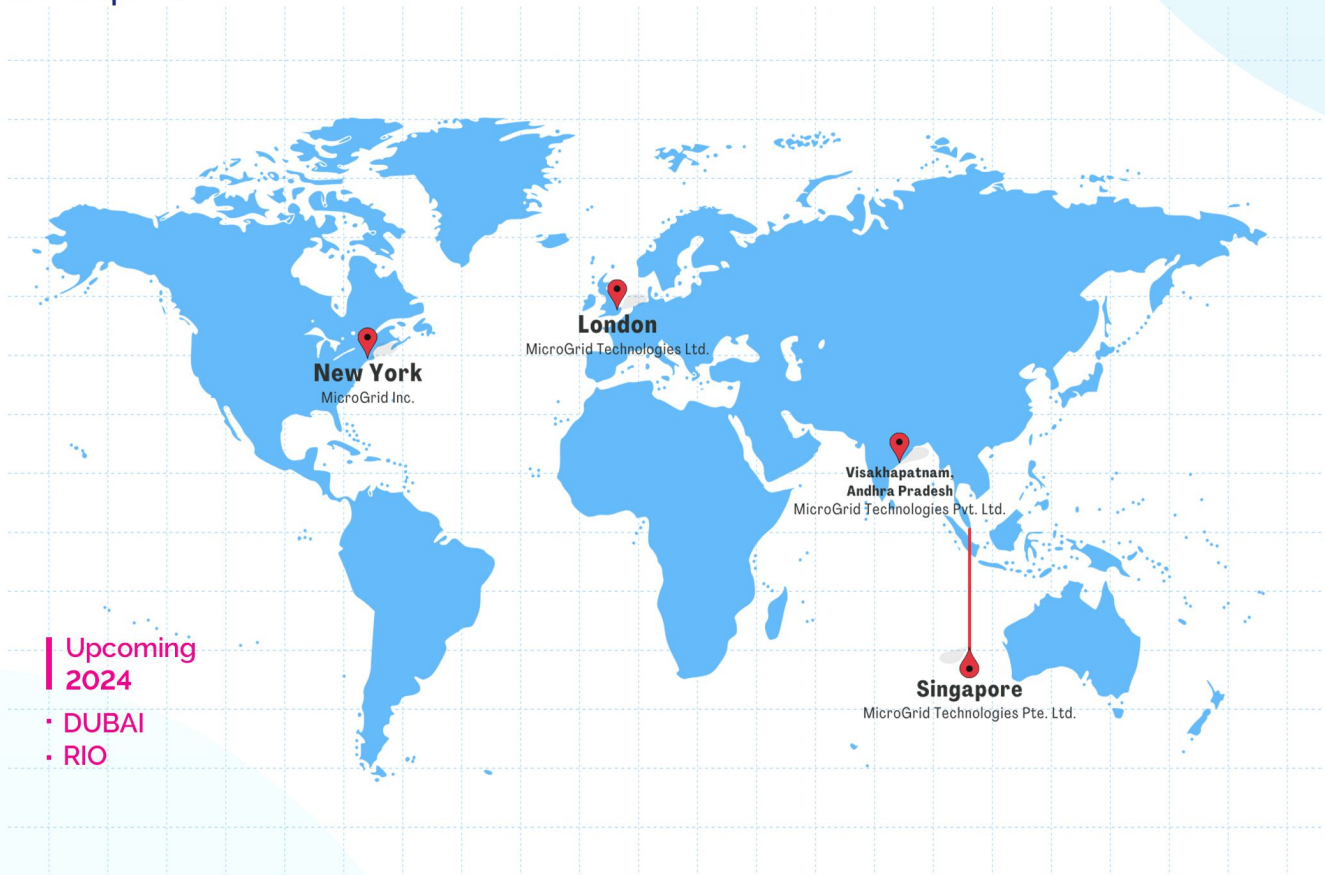
2023

2024

- > 5 Go-lives
- > Revenue Generation
- > H&M Services - RR Commenced

- > Vertical Agnostic - BFSI
- > Cloud Agnostic
- > GenAI Integration
- > Product Roadmap & Business Expansion

Global Footprint



3

Continents – Client Deployments

20

Usecases Implemented

500K

Conversations and Growing

40+

Team Size



MICNxt is a cutting-edge Conversational AI platform which seamlessly integrates diverse services into a unified solution. Its intuitive plug-and-play interface effortlessly interfaces with existing software ecosystems, offers a hassle-free, no-code environment, and ensures rapid deployment at scale.

End-to-End Patient Journey



From initial disease education and awareness to post-treatment care coordination and data analysis, MIC offers a seamless and integrated experience for all stakeholders at every stage of the patient journey.

By facilitating patient activation and engagement, streamlining diagnosis and treatment processes, and ensuring adherence and monitoring, MIC enables healthcare professionals to deliver personalized and effective care.

Additionally, MIC's robust analytics and connected health capabilities provide valuable insights to optimize treatment outcomes and drive continuous improvement in patient care.



Pet Care

Leveraging its AI and data-driven expertise, MIC is expanding into the pet care industry with an integrated platform.

This platform aims to revolutionize pet care by streamlining veterinary diagnostics, personalizing pet health monitoring, and optimizing treatment plans through advanced analytics and connected devices.

By entering this growing market, MIC aims to improve pet well-being and offer pet owners a comprehensive solution for all their pet care needs.



A full-suite CAIP that consistently converses with, educates, and guides your customers across channels towards the right solution.



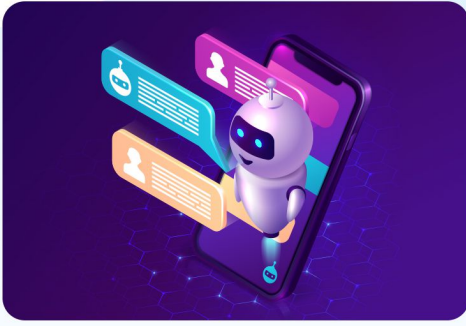
The Salesforce-powered MG Digital Health is a revolutionary platform that streamlines patient care and medication management. By consolidating key functions like admin, order management, patient communication, and case management, it simplifies workflows and enhances collaboration between the patient and the provider.

This comprehensive solution features seamless integration with existing systems, omni-channel communication tools, personalized medication management for advanced therapies, and data-driven insights to optimize treatment plans.



We are pioneering the development of the world's first Generative AI-powered medical diagnosis chatbot by integrating advanced Large Language Models such as Google's MedPaLM-2 and Gemini with MIC's conversational prowess.

The innovation aims to enhance accuracy, efficiency, and accessibility in healthcare diagnostics, leading to reduced errors, improved patient outcomes, & optimized resource allocation for HCPs.



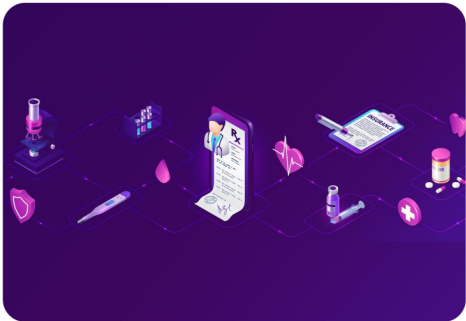
CHAT VIRTUAL AGENTS

Virtual agents handle high volumes of requests, answer repetitive questions and gather valuable data, while offering a consistent & convenient experience for every customer. MicroGrid's chat-based virtual agent solutions, with multi-lingual support, enable your enterprise to boost efficiency, cut costs & personalize interactions at scale.



VOICE VIRTUAL AGENTS

Using advanced voice recognition, our voice-based virtual agents seamlessly engage customers, resolve inquiries, and offer personalized interactions with remarkable efficiency. Our solutions support over **130 languages** to help optimize your support operations, enhance **CX**, and amplify brand loyalty.



OPEN ECOSYSTEM

MicroGrid's Open Ecosystems primarily facilitate comprehensive treatment planning, amongst various use cases. The platform also enables seamless integration & coordination across care teams. OES empowers care continuity from Pre-Infusion to Post-Treatment, with real-time visibility and tracking of treatment plans using automated processes, digitized workflows, integrated collaboration tools, data analytics, and robust data management.



TESTING SERVICES

MicroGrid offers testing service delivery models perfectly aligned with your business and quality objectives. Our quality engineering portfolio encompasses the entire gamut - covering testing of latest technologies, and includes thought leadership in standardizing test methodologies, tool sets, & techniques to deliver exceptional Quality Experiences.



AUTOMATION

Our cutting-edge Automation solutions streamline workflows and enhance efficiency by optimizing processes and reducing costs. Using high-end Robotic & Digital Process Automations, businesses can support their Digital Transformation goals by automating repetitive tasks, achieve greater operational agility, and unlock new levels of productivity.

WHY US?

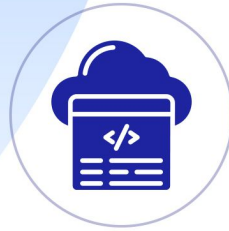
Key Differentiators



Data Security



End-to-End Solution



Low Lift & Shift



Completely Modular



Multilingual Support



Low Upfront Pricing



Matured Voice Capability

Business Benefits

CONTACT CENTRE

60% Improvement in Call Handling

OPERATIONS

50% Increase in Operational Efficiency

HEALTHCARE PROFESSIONALS

50% Increase in Schedule Management Efficiency

CX

40% Improvement in CSATs

PATIENTS

90% Of the Journey is made Conversational

COMPLIANCE

100% Adherence to Timely Identification of AE

AWARDS & RECOGNITIONS

Awards



AICRA Global AI Summit

Best Use of AI in Healthcare - 2024



THE STEVIE AWARDS
The World's Premier Business Award Competitions

Stevie APAC Awards

Gold for Excellence in Innovation
in Healthcare Industries - 2023



Entrepreneur Magazine's Startup Awards

Best Software Solutions Provider
of the Year (Software Suit) - 2023

The AI Journal

Global Excellence Awards

Best Use of AI for Software
Development - 2023



ENTREPRENEURSHIP
BUSINESS, DESIGN &
STARTUP AWARDS 2023

The Great Indian Awards

Innovative and Futuristic
Technology Company
of the Year - 2023

Trendsetter Entrepreneur
of the Year - 2023
Rama Narayana Vedula,
CEO & Co-Founder



INDIAN ACHIEVERS' FORUM
Registered under the Society Act, 1960
Govt. of India Recognized ISO, ISO compliant

Indian Achievers Awards

Emerging Company - 2023



World Future
Awards
The Future is Now

World Future Awards

Best Conversational AI Platform - 2023



AICRA India First Tech Startup Conclave

Best Startup Initiative in AI Sector - 2023



Alden Global Inflection Tech Awards

Digital Transformation of the Year - 2023

Recognitions

"Top 10 CPOs of the Year"



CEO
Insights

"10 Most Promising Start-ups"



TECH
OUTLOOK
CIO

"Personalizing Healthcare with AI"

Entrepreneur
INDIA

"Revolutionizing Patient Experiences
with the best of Google's CCAI"



Google Cloud

"Emerging Company of the Year"

ANI

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