

Manipal Hospitals accelerates patient care with cloud solutions



manipalhospitals
LIFE'S ON 

Client profile

Manipal Hospitals is a leading healthcare provider in India, operating over 49 hospitals across the country with over 12,600 beds. Serving millions of patients each year, the organization is renowned for its commitment to advanced clinical care, operational excellence, and the adoption of modern digital solutions to enhance both patient and staff experiences.

Manipal Hospitals wanted a near-real-time analytics solution to improve reporting, decision-making and operational efficiency. To overcome limitations in the existing technology stack, they were looking for a scalable, serverless data warehouse that could deliver. NTT DATA implemented Google BigQuery with automated data pipelines and building interactive dashboards in Looker to streamline access to insights across the organization.



NTT DATA enabled us to modernize our analytics ecosystem effectively. Their team implemented a centralized, cloud-native data platform with automated data pipelines and interactive dashboards, improving operational visibility and enabling faster, more informed decision-making across our hospital network.”

Madhur Gopal,
VP of Marketing & Sales, Manipal Hospitals

15+

real-time dashboards
implemented

200+

users enabled with secure,
role-based data access

~30%

improvement in efficiency
by automating report
scheduling and reducing
manual effort

~25%

enhancement in
performance insights

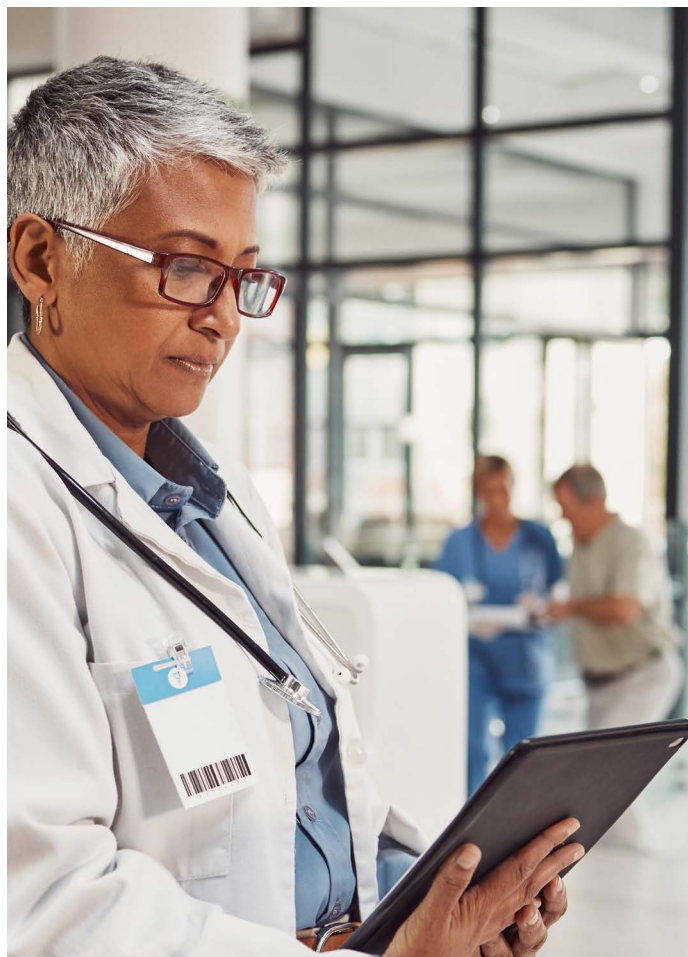
Business need

Streamlining healthcare workflows with cloud solutions

Manipal Hospitals partnered with NTT DATA to overcome limitations in its existing analytics ecosystem, enabling near-real-time analytics and improving data accessibility to support enterprise-wide decision-making.

Because their existing system restricted real-time visibility, it was difficult to derive timely, accurate insights across the hospital network, which spanned multiple locations and systems. As a result, data remained fragmented, reporting was largely manual and decision-making was delayed. With rapid growth of the organization, there was a clear need for a modern data architecture that would enable faster, more reliable analytics.

The organization's technology vision was to adopt a centralized, serverless cloud-native data platform that could easily scale with the group. NTT DATA built a solution using Google BigQuery and Looker, enabling automated data pipelines, centralized reporting and secure, role-based access to insights — laying the foundation for a more agile, data-driven healthcare organization.



Solution

Transforming hospital operations

NTT DATA collaborated with Manipal Hospitals to improve its analytics capabilities by building a unified, cloud-native data platform. Leveraging Google BigQuery and Looker, the solution was delivered in phases to centralize data, automate reporting and enable real-time, actionable insights across the organization.

We worked closely with stakeholders across the group to understand their business priorities, data challenges and reporting requirements, and align solution with their operational and strategic goals. Our engagement focused on creating a scalable and secure analytics foundation that could support enterprise-wide decision-making.

The solution includes:

- **A centralized data platform** that consolidates historical and real-time data from customer relationship management (CRM) systems into a single, scalable source of truth, eliminating silos and improving data consistency.
- **Automated data pipelines** that streamline data ingestion and processing, making accurate, up-to-date information available for analysis without manual intervention.
- **Interactive dashboards and reporting** that give real-time visibility of key performance metrics, supporting faster and more informed business decisions.
- **Predictive insights** and forecasting capabilities to help teams anticipate trends and optimize planning for sales and revenue.
- **Secure, role-based access** to ensure controlled and compliant data access for internal teams and external partners, enabling secure collaboration.

This comprehensive approach enabled Manipal Hospitals to improve operational visibility, reduce manual effort and make faster, data-driven decisions. By combining cloud scalability, automation and intuitive analytics, NTT DATA helped establish a strong foundation for continuous innovation and growth.

Outcomes

Faster care. Smarter workflows. Scalable healthcare operations

Manipal Hospitals realized significant value by transforming its fragmented data environment into a unified, real-time analytics platform with NTT DATA. The solution directly addressed the need for timely, accurate insights and scalable data access across its expanding hospital network.

- **Immediate access to critical performance metrics:** With over 15 interactive dashboards, stakeholders can quickly access up-to-date information across departments, enabling faster, better-informed decision-making.
- **Operational efficiency through automation:** Automated data pipelines and reporting eliminated manual processes, reducing turnaround time for insights and allowing teams to focus on higher-value tasks.
- **Secure access for hundreds of users:** With over 200 users onboarded through role-based access controls, the organization ensured secure, compliant and relevant data visibility for both internal teams and external partners.
- **Improved collaboration and data accessibility:** A centralized data platform broke down silos, enabling seamless access to consistent, up-to-date information and fostering better cross-functional collaboration.
- **More effective sales and marketing:** Enhanced visibility of lead quality and campaign performance enables more effective optimization strategies, while predictive analytics support accurate sales and revenue forecasting.

By partnering with NTT DATA, Manipal Hospitals established a scalable, cloud-native analytics foundation that has improved their current operations while positioning the organization for continuous innovation and expansion.

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As our organization grew, we needed a scalable and secure analytics foundation to improve access to timely, accurate insights across hospitals. With NTT DATA's solution, we now have centralized reporting, real-time visibility of key performance metrics and secure access to data, helping us improve operational efficiency and support better decision-making.”

Sonam Jain,
Senior Manager – Marketing, Manipal Hospitals

Visit nttdata.com to learn more.

NTT DATA is a \$30+ billion business and technology services leader in AI and digital infrastructure. We accelerate client success and positively impact society through responsible innovation. As a Global Top Employer, we have experts in more than 70 countries. NTT DATA is part of NTT Group.

