

Driving Innovation in the Health Sector

Akkodis Advisory

Akkodis Australia

Executive Summary

Akkodis Advisory has played a transformative role in the ambulance and emergency health services sector, as evidenced by its consulting engagements nationally. Across diverse projects, Akkodis has addressed complex business challenges, crystallised innovation-driven approaches, and delivered tangible outcomes to reshape both operational and strategic performance.

Business Challenges

Challenge	Impact
Operational Strain and Workforce Challenges	Heavy staff workloads, low digital literacy, and the critical need for efficient volunteer engagement placing pressure on workforce sustainability and effectiveness.
Fragmented Data Ecosystems	Disparate digital patient records, poor data integration—both internally and with external health stakeholders—hampering clinical insight and service coordination.
Safety and Community Expectations	Ensuring paramedic safety in high-pressure environments and responding to rising service demand and heightened community expectations for timely and proactive care.
Technology and Infrastructure Gaps	Legacy on-premises infrastructure, limited AI integration, and the absence of a contemporary cloud-based data platform constrained operational agility and innovation.
Data Governance and Ethical Use	The absence of mature data management frameworks, and the imperative to ensure data quality, security, and compliance with regulatory and ethical standards.

These reflect the complexity of delivering emergency health services and the pressing need for modernisation and responsible innovation in the sector.

Bringing Akkodis's Industry Expertise and innovative business modelling approaches to bear, our engagements are highly consultative, collaborative, and innovation-centric. They involve:

- **Ideation and Co-Creation:** Internal ideation engagements, including one-on-one interviews, observation sessions, and leadership workshops, to gather insights and co-create innovation agendas grounded in frontline realities.
- **Design Thinking:** Application of Design Thinking principles to ensure pragmatic and people-centric solutions, tailored to the client's unique context.
- **Strategic Review and Roadmapping:** Development of actionable strategies, with roadmaps to realise high-value transformation opportunities.
- **Stakeholder Engagement:** Inclusive engagement with executives, departmental leaders, and operational staff through workshops and discussions, ensuring strategies are aligned with organisational needs and priorities.
- **Framework and Governance Development:** Creation of comprehensive frameworks encompassing data management, governance, and ethical data use, supported by organisational enablers such as culture, leadership, and technology.

This approach ensures that **proposed solutions are not only innovative but also optimised, feasible, strategic, and embedded within the client's operational context.**

Business Outcomes

Akkodis Advisory's work in the ambulance sector has identified numerous possibilities for our clients, including:

- **Enhanced Data and AI Capabilities:** Development and implementation of data and AI strategies to enable a unified patient view, improved customer experience, and diversified service offerings. **Early impact projects include applications for culturally and linguistically diverse paramedic interactions and advanced patient data sharing with partner agencies.**
- **Operational Efficiency and Cost Savings:** The transition to cloud-based data platforms and streamlined analytics facilitated efficiency savings across key expense categories. **Our engagements have identified multi-million dollar savings in employee benefit expenses, administrative expenses, and asset management.**
- **Improved and Connected Patient Care and Safety:** Integration of medical device data and patient histories, predictive positioning of ambulances and defibrillators, and enhanced operational safety through data sharing with police and community agencies to **elevate the quality and responsiveness of care.**



- **Strengthened Data Governance and Security:** Implementation of organisational data management frameworks has improved data quality, security, and compliance, supporting **informed decision-making and safeguarding organisational reputation**.
- **Ethical and Responsible Innovation:** Embedding ethical considerations and compliance within data handling protocols ensured **Responsible Business (including Responsible AI), aligning with community expectations and regulatory requirements**.
- **New Models of Care and Community Engagement:** The identification of preventative and diversionary care models, and greater engagement with volunteers and the community, have positioned clients for **sustainable growth and continued relevance**.
- **Organisational Alignment and Cultural Change:** By fostering a data-driven culture, developing internal capability, and aligning strategy with business objectives, Akkodis has helped organisations build **resilience and adaptability for continuous improvement**.
- **Improved Volunteer Engagement and Retention:** Through enhanced digital platforms and tailored volunteer programs, ambulance services have seen a measurable increase in volunteer participation, leading to **more resilient service delivery and community outreach**.
- **Reduced Response Times:** Predictive analytics and optimised dispatch workflows have contributed to **faster ambulance response times**, directly impacting patient outcomes in critical scenarios.
- **Increased Collaboration with External Stakeholders:** Improved interoperability with hospitals, general practitioners, and allied health services has delivered **a seamless patient journey** from the point of emergency through to ongoing care and support.
- **Faster, More Informed Decision-Making:** Real-time analytics dashboards and automated reporting have enabled leadership to **respond swiftly to operational challenges, allocate resources more effectively, and identify emerging trends in demand or risk**.
- **Scalable Technology Infrastructure:** Establishing robust, cloud-first platforms has allowed organisations to **scale technology solutions in line with service growth and shifting regulatory requirements, supporting long-term sustainability**.

In summary, Akkodis Advisory's consulting across the ambulance sector demonstrates a distinctive blend of deep industry expertise, innovation, and practical impact - enabling ambulance services to meet the challenges of a rapidly evolving health landscape and deliver lasting business and community value.

About Akkodis

Akkodis is a global digital engineering company and Smart Industry leader. We enable clients to advance in their digital transformation with Consulting, Solutions, Talent, and Academy services. Headquartered in Switzerland and part of the Adecco Group, Akkodis is a trusted tech partner to the world's industries.

We co-create and pioneer solutions that help to solve major challenges, from accelerating the clean energy transition and green mobility, to improving user and patient centricity. Empowered by a culture of inclusion and diversity, our 50,000+ tech experts across 30 countries combine best-in-class technologies and cross-industry knowledge to drive purposeful innovation for a more sustainable tomorrow. We are passionate about Engineering a Smarter Future Together.

Find out more

If you are interested in learning more about Akkodis Advisory and how we can help, please reach out today:

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