

A smiling woman with glasses and a blue lanyard is working on a laptop in a server room. The background shows rows of server racks with blue and green lights. The woman is wearing a grey short-sleeved sweater.

ZONES™

Dragon Copilot: Reimagining Clinical Efficiency with AI

Presenter Name Here
Presenter Title Here
MM/DD/YYYY

First Choice for **IT**®

AGENDA

- About Zones
- Why Zones
- Key Challenges
- A day In The Life of Clinician
- A new Unified Dragon Experience
- Transform the Way Clinicians Work
- AI assistant for clinical workflow
- Outcomes Delivered at Scale
- How Dragon Copilot Works
- Value to the Customer
- Zones Implementation Framework
- Our Services

ABOUT ZONES

Zones is a **global solutions provider of end-to-end IT solutions with an unmatched supply chain.**

Our people have a **singular mindset:**

We solve complex IT problems **TODAY** with complete solutions that can transition **TOMORROW.**

We value human expertise and innovation above all else.

We are the Real People Behind **IT®** – and our client's First Choice for **IT®**



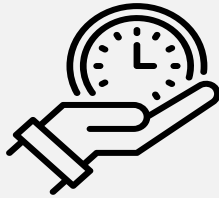
WHY ZONES



KEY CHALLENGES

Rising administrative demands and fragmented systems are straining healthcare delivery—leaving clinicians overwhelmed and patient care at risk.

Burnout Crisis



Overloaded with paperwork, clinicians are facing historic levels of emotional and physical fatigue. Clinicians spend nearly half their working hours on documentation rather than patient care.

Inefficient Workflows



Redundant data entry and manual documentation reduce productivity and increase errors.

Data Overload and Compliance Pressure



Sifting through unstructured patient information and navigating evolving regulations adds complexity and consumes valuable clinical time.

Outdated Tools and Rising Demands



The need for real-time insights and documentation is growing, but many tools remain outdated or disjointed, further burdening clinical workflows.

A DAY IN THE LIFE OF CLINICIAN



Replying to messages



Reviewing and placing orders



Signing patient notes



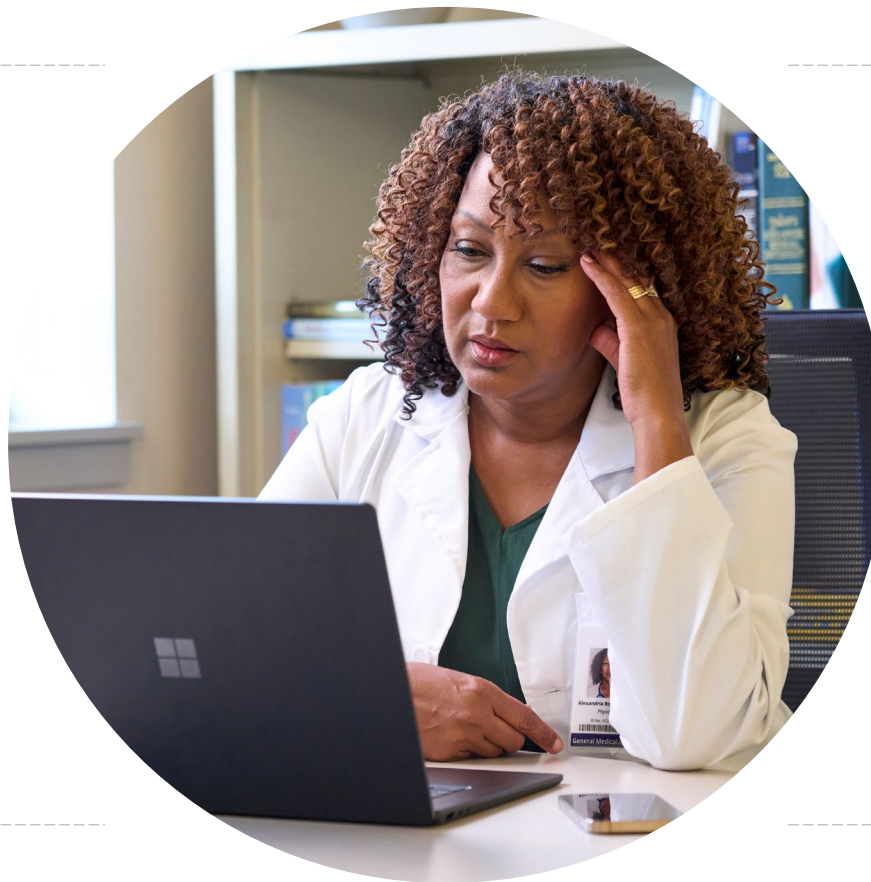
Annotating patient charts



Completing flowsheets



Discharge summaries



Searching patient charts



Drafting return to work letters



Navigating the EHR



Accessing clinical content



Drafting referral letters



Obtaining prior authorization



A New Unified Dragon Experience



Microsoft Dragon Copilot

Dragon Medical One

Voice dictation capabilities



DAX Copilot

Ambient listening capabilities

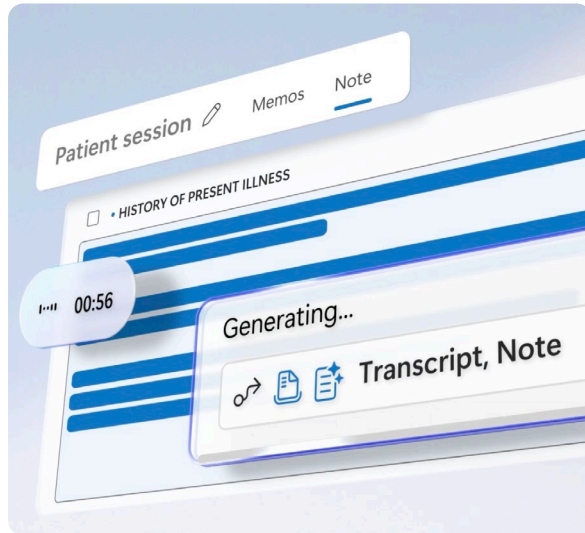


Fine-tuned generative AI

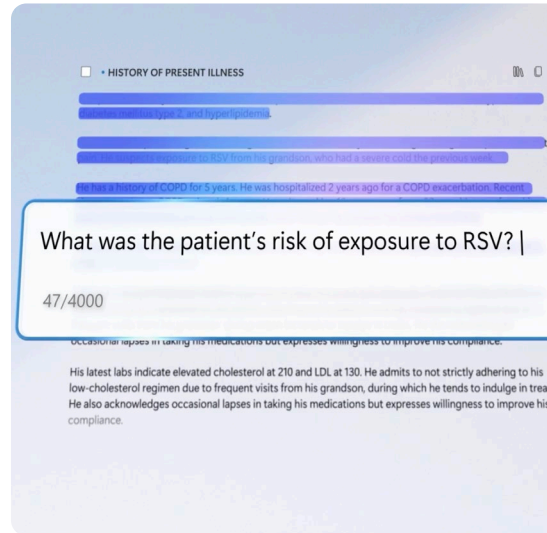
with new capabilities and Microsoft's infrastructure, global footprint and approach to trustworthy AI

TRANSFORM THE WAY CLINICIANS WORK

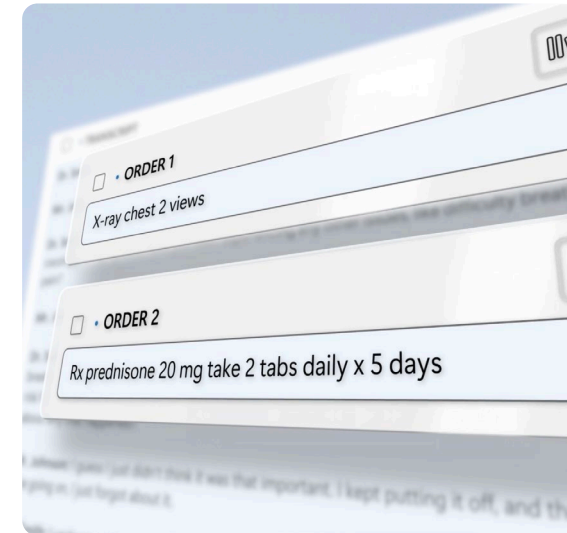
Streamline documentation
with new levels of customization



Surface information
without leaving your workflow



Automate tasks
with a single click



3rd party ecosystem

AI ASSISTANT FOR CLINICAL WORKFLOW



Promote clinician wellbeing

- Improve work-life balance
- Decrease administrative burden
- Reduce cognitive load

70% say it improves work-life balance, and reduces burnout and fatigue¹



Increase operational efficiency

- Reduce time spent on documentation
- Increase throughput
- Improve workflow beyond note creation

5 min saved per clinician per encounter on average¹



Improve the patient experience

- More focused and personable visits
- Greater access to care
- Less waiting room time

93% of patients say their physician is more personable and conversational²



Drive meaningful financial impact





- Generate additional revenue
- Timely reimbursements and fewer denials
- Increase retention and reduce patient leakage

13–26 additional appointment slots, per provider, per month¹

77% say it improves documentation quality¹

Outcomes based on DAX Copilot ambient listening capabilities that are now part of Microsoft Dragon Copilot

OUTCOMES DELIVERED AT SCALE

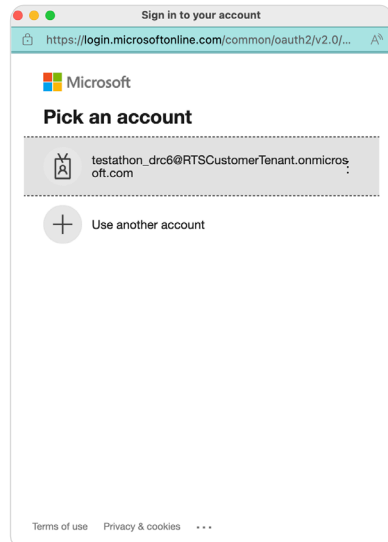
	Operational efficiency	<p>5 min saved per clinician per encounter on average¹</p> <p>13-26 additional appointment slots, per provider, per month¹</p>
	Clinician wellbeing	<p>70% say it improves work-life balance, and reduces feelings of burnout and fatigue¹</p> <p>80% say it reduces feelings of cognitive burden¹</p> <p>75% say it improves patient experience¹</p> <p>62% say they are less likely to leave medicine and their organization¹</p>
	Patient experience	<p>93% of patients say their physician is more personable and conversational²</p> <p>90% say they spend less time on the computer²</p> <p>85% say their clinician is more focused²</p>
	Financial impact	<p>\$50-500K incremental revenue potential per provider, per year³ (varies by specialty)</p> <p>77% say it improves documentation quality¹</p>

Outcomes based on DAX Copilot ambient listening capabilities that are now part of Microsoft Dragon Copilot

HOW DRAGON COPILOT WORKS

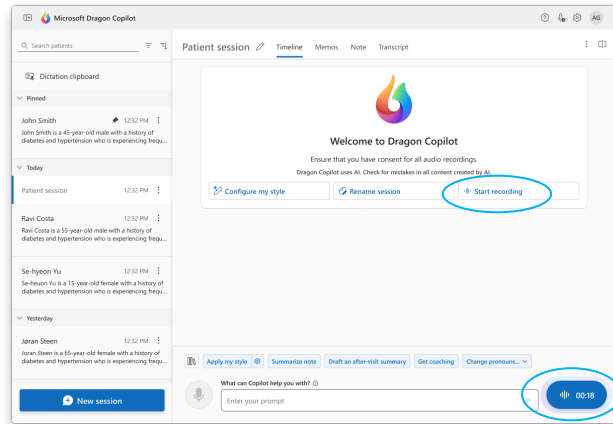
1

Login



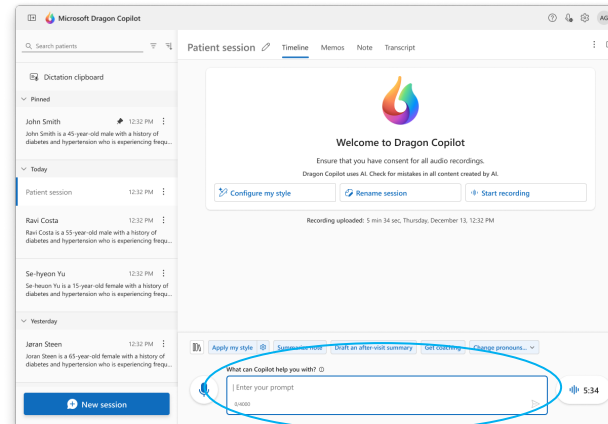
2

Record visit



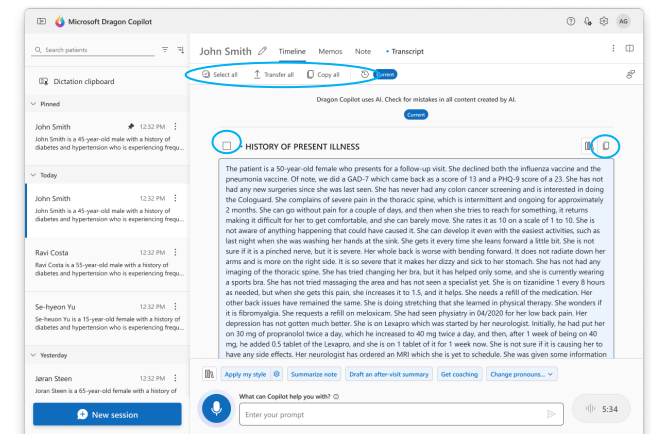
3

View, edit, query note

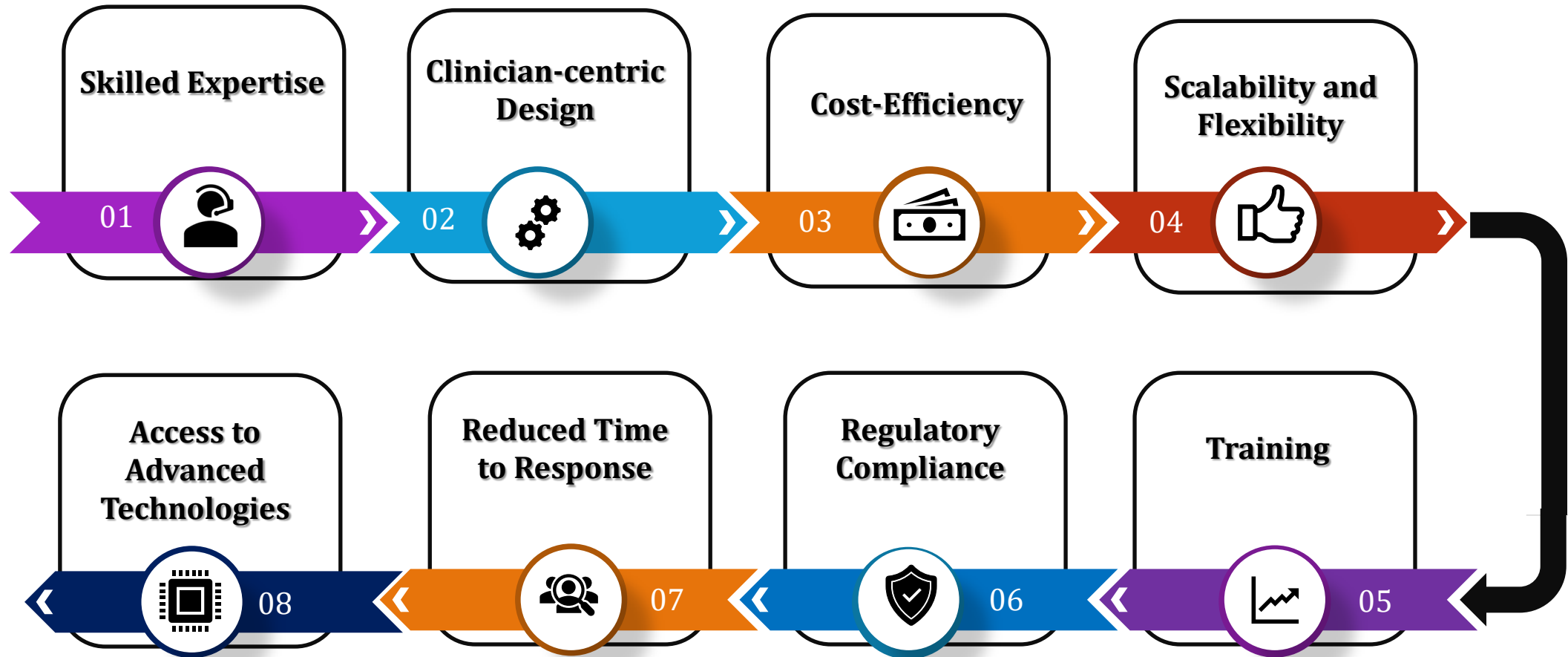


4

Transfer to EHR All sections or select individually

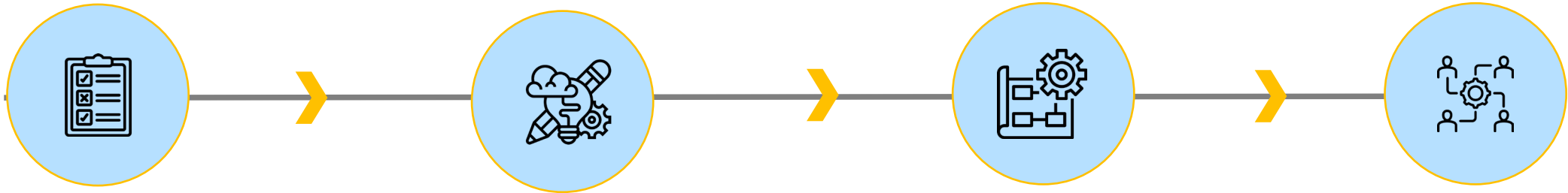


VALUE TO THE CUSTOMER



We de-risk AI investments—aligning Dragon Copilot with your system’s financial, operational, and compliance goals.

ZONES IMPLEMENTATION FRAMEWORK



ASSESS

- Deep-dive into clinical pain points and administrative bottlenecks.
- Evaluate EHR landscape, compliance needs, and user readiness.
- Map out high-impact specialties for initial rollout.

DESIGN

- Co-create success metrics with clinicians and care teams
- Customize Dragon Copilot workflows to align with existing processes
- Plan integrations with EHR, Microsoft Teams, and internal systems

IMPLEMENT

- Deploy Dragon Copilot in pilot environments
- Deliver focused training with real-case walkthroughs
- Capture early impact data (time saved, satisfaction delta, care continuity)

MANAGE

- Monitor performance and user feedback
- Provide change management and frontline support
- Scale across departments with KPI-driven confidence

OUR SERVICES

Zones supports Dragon Copilot with end-to-end services that drive successful implementation, integration, and adoption in healthcare.

Implementation & Adoption Services

- Deliver integration, customization, and configuration services
- Data Governance and Compliance

Personas

Customers: Executive sponsor, Line of Business Leaders, Security and Compliance Leaders, IT Management

Zones Participants: Architects, User Experience Leads

Zones Framework for Customer Journey



Assess



Design



Implement



Manage

**SEE HOW WE CAN PARTNER
WITH YOU TO SUCCEED.**

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