NEOVANCE

Pioneering Agentic AI for Patient Assistance Programs

Neovance helps pharmaceutical manufacturers improve patient access to their therapies. We moved about 1,200 agents from Cisco to Amazon Connect in four months, cut operating cost by 25%, and put an Amazon Nova Sonic voice agent live since March 2026.

THE CHALLENGE

- Patient Assistance Program required AI-first automation without compromising empathy or care quality
- Specialty pharmacy prescription management was entirely manual and resource-intensive
- No automated patient engagement—all outreach was handled by human agents
- Project timeline compressed by one month due to customer mandated deadlines
- Changing and inconsistent test data during build and UAT phases

THE SOLUTION

- Built and deployed Amazon Nova Sonic speech-to-speech voice agents live in production since March 2026
- Integrated Amazon Bedrock and Amazon Q in Connect for knowledge-driven responses
- Deployed outbound SMS and voice campaigns for proactive patient engagement
- Built SMS bot for inbound prescription refill requests and outbound status updates
- Integrated with the client's Engagement Platform (CRM) and Enterprise Pharmacy System

1,200
1,200 AGENTS MIGRATED
Migrated from Cisco to Amazon Connect across regional sites with zero downtime

4 months
MIGRATION TIMELINE
Delivered against a hard divestiture deadline

25%
25% LOWER OPERATING COST
Cut contact-centre operating cost by 25%, and a further 20% in year one

Mar 2026
LIVE SINCE MARCH 2026
Amazon Nova Sonic speech-to-speech voice agent in production since March 2026

Technology Stack: Amazon Connect · Amazon Nova Sonic · Amazon Bedrock · Amazon Q in Connect · Amazon Lex · Amazon Contact Lens · Apollo by CloudInteract · Amazon DynamoDB · Amazon Pinpoint (SMS) · AWS Lambda

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