

TURNING A HEALTHCARE ADMIN PROBLEM INTO A COMMERCIAL AI SOLUTION

How a GP Built and Commercialised an AI Tool with SMEC AI



CLIENT OVERVIEW

Company: 365 Days Medical Centre Group

Founder: Dr Praveen Konadi, GP and Medical Centre Director

Industry: Healthcare

Location: South Australia, AU

Size: Small (10-49 employees)

THE CHALLENGE

As a practising GP and medical centre founder, Dr Praveen Konadi was experiencing increasing front-desk pressure across his clinics. Missed patient calls, rising administrative workload, and growing strain on staff were affecting both operations and patient experience.

While Dr Konadi had already experimented with AI scribing tools, the larger challenge was understanding how to move beyond isolated tools to a cohesive, scalable AI solution. He also needed access to experienced AI builders who could help turn clinical needs into real-world solutions.

FROM CLINICAL NEED TO COMMERCIAL AI TOOL

With ecosystem clarity and trusted introductions from SMEC AI, Dr Konadi's team moved rapidly from testing AI tools to building a new solution for a clearly defined clinical need. This led to the development of **24/7 AI Healthcare Receptionist**, a human-like AI receptionist that answers calls 24/7, manages bookings and patient communication, and reduces front-desk workload while improving patient access. What began as an internal clinic solution is now being commercialised to support other healthcare providers facing similar challenges.





“Being able to see who is across the ecosystem and landscape of AI solutions was very helpful. I also appreciated the connections made for us.”

— Dr. Praveen Konadi

DR PRAVEEN KONADI

“AI has been extremely effective in helping me achieve business, team and patient outcomes.”

HOW SMEC AI ACCELERATED EXECUTION

-  Supported rapid movement from exploration to execution.
-  Clarified the healthcare AI landscape and viable implementation paths.
-  Identified implementation-ready solutions aligned to clinic workflows.
-  Introduced trusted AI builders and technology partners.

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SUPPORTING PARTNERS



SMEC AI connected Dr Konadi with trusted technologists who supported both healthcare workflow optimisation and the development of the 24/7 AI Healthcare Receptionist itself.

This included **No Moss** for AI software consulting and technical advisory support, and **Patient Voice** and **Heidi Health** for clinical transcription and scribing, improving front-of-house efficiency and freeing staff to focus more on patient care.

STRUCTURED AI ENABLEMENT

According to Dr Konadi, SMEC AI's greatest value lay in providing visibility across the AI ecosystem and connecting the clinic with experienced builders who understood healthcare realities.

"I was able to explore and test many AI tools effectively and also improve team workload, time and patient interaction."

— Dr. Praveen Konadi

KEY OUTCOMES



Since engaging with SMEC AI, Dr Konadi has:

- ✓ Built and commercialised a new AI healthcare tool.
- ✓ Reduced front-desk workload while improving patient access and engagement.
- ✓ Moved from AI experimentation to confident execution.



DR PRAVEEN KONADI

"What stood out most was the speed, responsiveness, and depth of guidance."

SCAN TO BOOK A CONSULTATION



Turn AI uncertainty into opportunity. Access free, government-supported AI guidance and connect with the right tools and partners.

See it in Action!

Learn how Dr Praveen Konadi is reducing admin for Australian practices with AI.

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24/7 AI
Healthcare
Receptionist