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From the Pittsburgh Business Times:

<https://www.bizjournals.com/pittsburgh/news/2019/05/24/this-palo-alto-based-startup-is-betting-big-on-ai.html>

This Palo Alto-based startup is opening a 'Health AI Center of Excellence' in Pittsburgh

May 24, 2019, 8:21am EDT Updated: May 24, 2019, 8:33am EDT

Amid a boom in artificial intelligence investments, SymphonyRM is looking to break down the silos of health systems' data and manage everything from patient health to in-hospital experience.

Armed with \$10 million in funding, the rapidly growing Palo Alto-based startup sifts through a mix of marketing, charitable giving, medical record and insurer data to provide health systems with analytics on personalized "next best actions." The coordinated effort across departments can cut costs, improve health quality measures and drive retention rates, among other improvements, SymphonyRM said.

For a diabetes patient, for instance, this could mean compiling in their digital profile that they are past due for an A1c screening, still owe \$25 from their last appointment and need a physical, explained SymphonyRM CEO [Mike Linnert](#). Then the AI can rank what is most critical.

"If (the hospital) is sending out an email, it might include information of diabetes," said Linnert. "Or on the phone, 'As long as I have you, looks like you're past due for a physical.'"

The company is part of the burgeoning bevy of AI investments, with U.S. AI-related funding last year alone hitting \$9.3 billion, up 72 percent from 2017, according to a PwC/CB Insights report.

And the company is ready to establish a presense in Pittsburgh.

With the funding injection, SymphonyRM is investing in hiring and opening a "Health AI Center of Excellence" in Pittsburgh, right next to [Carnegie Mellon University](#), to tap into a new pool of data scientists outside of Silicon Valley.



SYMPHONYRM

Mike Linnert, CEO of SymphonyRM

"Data scientists are rockstars, and health care is ripe for data science," Linnert said.

Hannah Norman

Reporter

San Francisco Business Times

