

Autonomize AI: Enterprise AI Operating Layer for Healthcare

AI operating layer living at three of the five largest US health plans, reducing prior-authorization review time from 40 minutes to 4 minutes and cutting errors by 54% through multi-agent AI Swarms coordinating across departments.

Award standing: **Finalist**

Autonomize AI emerged as a Finalist in the 2026 HFS SaS Awards, selected from more than 250 submissions across the awards program. The recognition centers on Autonomize AI's submission, "Enterprise AI Operating Layer for Healthcare", in the category of Best 'Software Eating Services'.

The challenge behind the Autonomize AI entry

Healthcare organizations are drowning in fragmented workflows, disconnected systems, and mounting administrative complexity. Prior authorization alone has become one of the biggest operational and financial pain points in healthcare, but most AI vendors are still solving isolated tasks rather than fixing the underlying system.

What they built

Autonomize AI built an enterprise AI operating layer for healthcare that moves beyond task automation to orchestrate intelligent, multi-workflow operations across the healthcare enterprise. The platform combines agentic AI, workflow orchestration, centralized knowledge management, and deterministic governance to enable healthcare organizations to redesign how work gets done. At the core of the platform is a centralized Knowledge Center that acts as a single source of truth for healthcare organizations.

Results

Autonomize AI has already achieved production-scale adoption with some of the largest healthcare enterprises in the United States. The platform is currently powering three of the five largest U.S. health plans and is expanding toward a fourth major healthcare enterprise deployment.

Bottom line

Autonomize AI's entry backs up its claims with production evidence rather than a roadmap: autonomize AI has already achieved production-scale adoption with some of the largest healthcare enterprises in the United States. That's the kind of evidence this category was built to reward.

Learn more about Autonomize AI at autonomize.ai

Appendix: About the Category and the Awards

Best Software Eating Services

This category tracks what HFS Research calls software-led servitization: software platforms that embed orchestration, automation, and AI directly into the product itself, absorbing work that was previously delivered by outside service teams. Entrants are judged on how much of the traditional service layer, such as configuration, monitoring, exception handling, and reporting, the software now performs on its own rather than requiring a services team layered on top.

Every submission in this category was evaluated by HFS analysts and board members against five shared criteria:

- AI-driven delivery – is the solution genuinely autonomous, or is AI still assisting humans doing the work?
- Agentic adaptability – does the platform learn and orchestrate across workflows, or does it execute fixed rules?
- Outcome orientation – are commercial terms tied to results? Is there a quantified business case?
- Scalable architecture – is the IP reusable across clients and industries, or bespoke to one engagement?
- Proven enterprise success – verifiable, production-scale evidence with named or named-tier clients.

The HFS Services-as-Software Awards recognize the enterprises and technology providers leading the shift from labor-based delivery to AI-native, software-defined operations. Finalists in each category were selected by the HFS analyst team following a structured review of submissions against the criteria above. Winners were then determined by the HFS board of external advisors, who scored and ranked the finalists to reach a final result.

About HFS Research

HFS Research is the leading global analyst firm focused on business operations, digital transformation, and enterprise modernization.

For over a decade, HFS has shaped market language – from OneOffice to Services-as-Software – helping enterprises and providers understand where operating models are headed.

We work with global enterprises, IT and business services providers, software and cloud vendors, investors, and innovators.

The Services-as-Software Awards extend that leadership by recognizing organizations delivering measurable transformation in the market.