

VeltrisOne: Vertical AI Orchestration Platform for Healthcare

AI orchestration platform rebuilding healthcare revenue cycle decision rules with full explainability, validated against signed-off criteria before shipping and achieving 3x member portal adoption.

Award standing: **3rd Place**

Veltris secured 3rd Place in the 2026 HFS SaS Awards, selected from more than 250 submissions across the awards program. The recognition centers on Veltris's submission, "VeltrisOne: Vertical AI Orchestration Platform for Healthcare", in the category of Best Startup / Emerging Tech Firm.



The challenge behind the Veltris entry

Healthcare runs on health tech platforms: the PBM, RCM, TPA, patient engagement and care platforms that sit between payers, providers, and members. These platforms carry the industry's most critical workflows, and that's where generic AI consistently stalls.

What they built

- Veltris turns fragmented healthcare operations into one connected, intelligent operating model through VeltrisOne, our Vertical AI Orchestration Platform, built on Microsoft Azure AI and Databricks.
- The same approach repeats across the three workflow areas, which is what makes it a repeatable platform rather than bespoke project work, and reduces deployment time by more than 50 percent.
- **The breadth:** one platform across the healthcare spine.
- Member experience: a unified app and web experience across registration, prescriptions, claims, and support, with AI guidance and voice/live chat (EngageCare offerings from VeltrisOne platform) that resolve routine.
- **Revenue cycle:** rebuilt the core decision rules with full explainability, validated against signed-off criteria before shipping.
- Trained on the past data with deterministic models and explainability with Vertical small language models. (Vslms).

Results

- Revenue cycle outcomes: delivered against signed-off criteria Decoded and rebuilt the core decision rules with full explainability, validated and signed off by operations.
- Achieved 95 percent and higher ML-to-rule parity at 0.8 and higher AUC before any model shipped.
- Delivered 100 percent reason-code (SHAP) coverage on predictions, with zero hard-stop leakage.

Bottom line

Veltris's entry backs up its claims with production evidence rather than a roadmap: A) Revenue cycle outcomes: delivered against signed-off criteria Decoded and rebuilt the core decision rules with full explainability, validated and signed off by operations. That's the kind of evidence this category was built to reward.

Learn more about Veltris at www.veltris.com

Appendix: About the Category and the Awards

Best Startup / Emerging Tech Firm

This category tracks what HFS Research calls AI-native and ecosystem SaaS-ification: newer platforms built from the ground up for autonomous decision-making, continuous optimization, and contextual recommendations, rather than retrofitted from an existing services or software business. Entrants are early-stage or emerging firms judged on the strength and originality of the underlying architecture as much as on scale already achieved.

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.