

Designing AI — Ready Data for Healthcare

Sameer Dixit and Harris Thayer

Sameer Dixit: Hello everyone. Welcome to the Re(AI)magine Conversations, where we explore how AI technology and bold thinking are transforming the enterprise. In every episode, we sit down with leaders who are shaping the future of Data and AI, and we talk about what's really happening inside organizations today. I'm your host, Sameer Dixit, Corporate Vice President of Data, AI and Integration at Persistent.

Joining me today, we have Harris Thayer, who's the VP and GM of Healthcare & Life Sciences at Databricks. Databricks needs no introductions. It has been at the center of Modern Data and AI platform movement, bringing data engineering, analytics and AI together on a single unified platform. At Persistent, we see how that comes to life, where we are helping our clients get their data AI ready and move from early experiments to real tangible outcomes on platforms like Databricks.

Today we are going to explore agentic AI and the impact that it has had on the healthcare and life sciences space, and how platforms like Databricks are helping organizations unlock the full value of their data. Harris, great to have you on the show.

Harris Thayer: Yeah, Sameer, thank you so much and huge thanks to the Persistent team for having me on. Appreciate it.

Sameer Dixit: Let me start, you know, with the big picture, right? Healthcare has always been a data bridge industry, uh, but something feels a bit different right now, right? We are seeing a massive amount of growth in various types of healthcare data, be it clinical, be it genomic, be it imaging, uh, real world evidence across the entire healthcare spectrum.

We see this data growth exploding. And at Persistent one common challenge, we see is that this data is still scattered and not really ready for AI. You know, they could be collecting together, but it's not really ready for AI. From your perspective, why does this moment feel like a real inflection point for AI in healthcare?

Can you elaborate on that, Harris?

Harris Thayer: Yeah, I think things are moving extremely fast in the AI world, and if I look at my industry that I work with, which is everything from pharma to the distributors, med-tech, med device to the payers and the providers, um, you know, we're seeing a lot of use cases that are going live that are becoming real.

I think the ones that have the highest business outcome are the ones that we're focused on first. Our customers really have struggled over the past decades with their data in lots of different locations, especially in these systems of records. If I look at the hospital systems, a lot of their data is either in Epic or another EHR, and what we're finding is they're able to access and tap that data and external data sources to get them into one single location.

Like, in Databricks, they're able to really get some of the answers they want. And that's really what we're looking for. I think our customers in the end are trying to make predictions that are high value, strong business decisions that will, you know, help reduce costs, drive business outcomes. Um, yeah, it's really exciting.

And you know, as someone personally, I've got four kids. I spend a lot of time in the healthcare ecosystem from being onboarded with new doctors to a great example! My son, Jack, just sent my wife and I a text a couple days ago. He is at a college in Colorado. And, uh, he busted his chin rock climbing because when you're in Colorado, that's what you do!

So, of course, his first question is, where do I go? Do I go to the emergency room? Do I go to urgent care? You know, it's funny, I'm like, you could just go to urgent care. They'll probably solve it pretty quickly. A few stitches, and you know, there's a whole intake process that has to happen there. He's never been there.

They take all his information, insurance card, etc., but what's amazing is those are all things that will be automated and sped up very quickly and they're starting to happen now. And a big part of that's going to be, you know, this space, the AI space, and hopefully Databricks will be a part of it.

Sameer Dixit: Yeah. So good luck with that and hope he is okay now.

Harris Thayer: Yeah. No. Jack's good. Yeah, just three stitches. Wasn't that bad.

Sameer Dixit: Okay. Alright. So, you know, we often see when we work with healthcare organizations that AI can't sit outside the system. You know, closer. The AI is to the data, the closer and more impactful you're going to have.

And a lot of times what you see is happening on the ground is a lot of organizations still dealing with a lot of fragmented data ecosystems, right? Limited visibility challenges of turning that data into insights, which is a blown-up word, but it really is what it means. For example, we are working with a global scientific instrumentation company where data was spread across 20-30 different ERPs, right? Making it hard for teams. So, it's in the system of records, but it's very distributed and you can't keep

migrating all the time because of the work of acquisitions. A large CRO was trying to bring together clinical data, operational data, patient data, but everything was again, sitting in silos, right?

So, in both these situations, once the data was unified and made usable, it really opened the door for analytics and AI to start delivering value. From your experience, what does it take to design and scale AI solutions in environments like this where you have distributed systems, uh, you know, you can get them together, and how do you move from a fragmented to an AI-driven outcome? Uh, ecosystem?

Harris Thayer: Yeah, I think first is where it starts, and usually it starts with leadership within the organization. So, we'll have a technology leader that either comes in or they've reevaluated how they want to approach things, whether it's a CTO, a CIO, a Chief Data Officer. They make that decision; they get the team activated.

And then the next thing that we see is, they've chosen a cloud provider, whether it's AWS, Google or Azure. And the data that's currently locked in these silos, like proprietary data warehouses, uh, databases on-prem, get it into the cloud, get it into low-cost storage like Azure Blob storage, for example, or AWS S3.

Then from there, something like our platform, Databricks can run on top of that. Quickly access that data, and you'll see most of that's internal customer or client data. But a lot of it now, clients will get partner information. You know, we have pharma companies that will buy data from I-Q-V-I-A, uh, there's external data sources, PubMed, all that gets pulled in, they can access it and then start to build these AI applications on top of it.

And you know, we have clients that have done it. Uh, great examples like a Thermo Fisher that consolidated a ton of their data into one data platform. They're a referenceable customer. They talked to AWS reinvent a couple years ago. We work closely with their executive team and their data team.

So, it's a great example of earlier customers, 5, 6, or 7 years ago. They saw this; they did it. They started that process. It does take time and I think, that's probably the most difficult thing, is getting the different teams to relinquish and let go of the data that they've been in control of for a long time.

And we're really seeing that too in the pharmaceutical and med tech space where, you know, they don't have EHRs, they've got SAP usually. And then that data is managed by a whole separate team. So, having that thing get pulled into this data lake, or data lakehouse is really critical to get to the answers that our customers want.

Sameer Dixit: And now that brings me to the next important point, which is, again, spoken a lot, especially in a regulated space like healthcare is about trust, reliability and other things. Right? So, you know, from what we have seen, especially while building enterprise AI solutions, it's not about models. It's about making sure everything is traceable and secure.

You know, it's personal information to the core here, especially in the healthcare space. Why is it so important for AI systems in healthcare, especially compared to all. It's important everywhere, but in healthcare it's much higher. Right? So just wanted to hear your views on that.

Harris Thayer: Yeah, that's, um, this is probably one of the top things we talk about.

Sameer Dixit: Mm-hmm.

Harris Thayer: You know, Ali, our CEO, will talk about Databricks sometimes, that we do boring AI. And it's, all the backend stuff that has to happen to then make whatever the data product is, make it work. So, a great example if you're accessing an LLM and you're asking a questions about your data. So Databricks has a product called "Genie AI."

Sameer Dixit: Mm-hmm.

Harris Thayer: And in our Genie AI spaces, someone would ask a natural language question. This is where our product really now has moved into just a normal business user, not like a Data Scientist or Data Engineer.

Sameer Dixit: Mm-hmm.

Harris Thayer: When you're asking a question about data, what you normally might not want back in the healthcare world is personal identifiable information or personal health information that should not possibly pop up. So, we've implemented a few years ago a technology called Unity Catalog. Unity Catalog tracks all governance, all data access can mask, you know, certain, whether it's, uh, rows or cells. And you know, if someone in the front office is trying to access a question around, I don't know, billing maybe, they don't need to see everyone's social security number.

And these are things that need to be masked. You know, with Databricks, I've been here now for over 10, almost 10 years. When I joined the company, we didn't have Unity Catalog. We didn't have some of this tech; our partners did that for us or software partners. We've realized that that's probably one of the most critical things that you have to have is governance, understanding who has access to data, and then exposure of data.

And uh, you know, if you think about Databricks, sort of the next version of our platform. It's fully enabled when a customer activates Unity Catalog.

Sameer Dixit: And that's what I like about Databricks. A comprehensive, unified platform is what makes a difference because you know, you never know what is needed. And then if you have to go to different tools and products, then you know that just increases your governance thing and traceability, you know, couldn't be more important.

Just a few days back, you must have read about the code for a leading foundational model has been all over the place. And, uh, I just.

Harris Thayer: I have seen that. Yeah.

Sameer Dixit: Absolutely. Big legal rule. It just shows that, you know, even people who are in this business are, you know, are facing challenges in this area.

You know, think about mere models, what would they do? So, you know, let's be a little bit more practical. Before we move to impact, let's try to see what does it mean to be more practical, right? A lot of leaders understand that potential of AI, but they're still figuring out where to begin.

You know, maybe not so much because some people have got. You know what they say? Shadow AI all over the place. Everybody's trying to do everything because you cannot not do that. And they're still figuring out how to begin and scale beyond the early pilots. That's where the rubber meets the road. So, from your experience, what are the common mistakes that organizations make when they adopt AI?

Harris Thayer: I think there's two things that need to happen. One, you need to have a leadership team using technology that's gonna push the company forward and has a vision. Uh, the second is you've got to have business users that want to use this, that are onboard and understand the value that is going to make their jobs easier.

It'll, you know, help them solve problems faster. I think once people see that, then they'll adopt it. The other thing I think that's really critical is getting people enabled and trained on it as quickly as possible. So, like, for example, within Databricks, you know, we as a company internally have been evolving.

Um, if I rewind three years ago for running my division sales and go to market for healthcare and life sciences, uh, a lot of the reports and all that I looked at were Tableau, all backed by Databricks. So, I would look at, you know, daily report, customer usage or how product is billed based on hours used, our largest customers week-over-week growth. All those sorts of things are reports I used to look at through a Tableau dashboard, a Tableau report.

Today, none of that's in Tableau. We've actually gone to Databricks on Databricks, and now I look at an AI-BI dashboard. AI-BI is our, uh, brand name of our visualization and BI tool.

Uh, all that's done there. And then I can jump into a little Genie space and ask questions like, why did we see this big usage spike two days ago? What happened? And it might call out a specific client or customer, so, you know, I think for me it was just getting used to it. I was used to Tableau. I work in tech.

I'm just like our customers. I'm like, well, hold on, I don't know if I want to jump into this new thing yet. And once you get the, once you take the time to learn it, you get used to it. You realize that the small upfront investment, it pays off longer term, and this is true with a lot of things in life that's really critical.

And the way that we accelerate that, there's two things. One is Databricks. We have an enablement team, a training team that can help with that. We also have a field engineering team, solution architecture. But the third and probably the most impactful is you guys, our partners. So our SI (System Integration) partners like Persistent can come in, help customers move super-fast, get them ramped up and get whatever the application is up and running.

I mean, we're in a space where our clients will get massive amounts of value in these really significant ROIs if they just take the time to do it. And the other critical thing is making sure they can get access to all the data so that the things they're building will put out information and results that are correct.

The worst thing I see that happens is if someone rushes a project and then an end-user who's really familiar with data reporting, you know, is really familiar with their business. They ask a question of their data, they get back an answer, and the answer they know is not correct. It's a hallucination like that.

As soon as a user sees that, instantly they lose a ton of credibility. It's like one bad meal in a restaurant. If you have that one bad meal, you're probably never gonna want to go back there again. It's gonna take you a lot to change your mind. That's true, I think with any kind of technology. Once people lose a little faith in it, it takes a lot to bring them back.

So, we just got to do it right the first time.

Sameer Dixit: Right. And you know, humans would've made mistakes too, but the tolerance level for the human mistake is much higher than any AI mistake. Right.

Harris Thayer: So true. So true. Yeah. We have this expectation that tech should be perfect instantly. Uh, and we're much more forgiving with humans. Probably because they're humans.

Sameer Dixit: Okay.

Harris Thayer: They're humans too.

Sameer Dixit: Yeah. And you know, and that brings me to an interesting thing, right? Which, uh, you spoke about, Genie AI. You spoke about AI-BI dashboards, you know, talking in English and asking a question. You don't talk technology when you ask an English question, right?

Underscore this and column and all that. So, I think that brings this whole concept of how do you get your data ready for AI versus just data ready? Right? That's a whole nuance. A new thing. You know,

people did not think about it because you had a Tableau, which was modeled by humans, and then you modeled machine to machine.

Now you're talking about human to machine. So, with that, let me, uh, talk a little bit about where is AI actually making a difference, right? What are the use cases? At Persistent, we see there's a shift from pilots to production use cases. Once the data foundation and the semantics and the context and everything is in place, uh, you know, based on your experience, where are you seeing the most measurable impact across healthcare providers or life sciences, or whichever segment you want to choose.

Harris Thayer: Wow. Um, well, I'll kind of start from maybe cradle to grave, uh, from a product standpoint in healthcare. You know, if I start in the pharmaceutical world, a lot of our customers now are starting to use us or have used us, for example, in like research and development. Merck is a great client of ours. They use us in MRL, the Merck Research Labs division.

Uh, Regeneron is a publicly referenceable use case. They use this in their, uh, genomic center, you know, the creation of a pharmaceutical. The faster the clients can move, the quicker that they can get a product to market. The product is FDA approved. It adds value that we all want, that. We usually all want a pharmaceutical to come to market quicker, so processing data, clinical trials you know, it's pretty awesome that Databricks has helped to make a positive impact there.

So, if I look at that, and then other use cases, so you know, as these pharmaceuticals, for example, get manufactured, customers don't want defects. There are use cases where Databricks has helped with eliminating defects in manufacturing, helping with yield.

So, if you have one bad pharmaceutical, the whole lot might go bad. So that could save you millions of dollars. Awesome, awesome solution to work on. Really good use case logistics and supply chain.

Another really popular use case for Databricks, right? Making predictions. Johnson & Johnson uses us for that. That's also publicly referenceable. Uh, and then the distributors, right? There are a few big ones. Uh, all of them now use Databricks at some level. So that's, uh, interesting set of use cases.

Then you get to us, right? The patients, once, whether it's a product or you know, a med device item gets to a hospital, uh, we have hospitals using us for everything from reducing wait times to ERs.

Understanding inventory of, uh, which pharmaceutical products are in place. Uh, customers using us for scheduling. Revenue cycle management. So paying the bill, making sure that is an extraordinarily complicated process with billing codes and all the health plans having to pay that, or somebody paying out of pocket.

So, all of these are solutions that Databricks is helping with across the entire healthcare and life sciences ecosystem. Uh, my hope is that in four to five years, more and more of this becomes

automated. A lot of the bureaucracy becomes hopefully reduced, preferably eliminated and then, you know, hospitals or whoever it is can really focus, the caregivers can focus on what they're there for.

They're there to provide care, improve patient care. And I think what we might see long-term is in a hospital where there's a lot of back-office people to deal with all these complexities. AI and technology will help to reduce the workload. Maybe they are able to do more with the same amount of people and they're able to hire actual caregivers, like technicians, registered nurses, doctors. That to me is kind of what I'm hoping for in the next, four to five years and we'll see.

Sameer Dixit: Yeah, and that is direct impact to people, you know, ordinary people. Right. The level or the quality of care has to go up, you know. Interesting thing that you spoke when you spoke about pharma, right? The whole supply chain.

From drug discovery to manufacturing to supply chain, to CROs and all that. Right? You know, because the moment to kind of enhance our accelerator specific space, the critical factor moves to the next, right? So, it has to be kind of, you know, uniform. Just like in coding. If everybody starts building better code, then the architects are the bottleneck.

Then the QA is the bottleneck. Then the release is the bottleneck, right? So you have to kind of, go across the board and make sure that finally, when a drug has to come out faster, all of these have to be more intelligent and more efficient, right?

Harris Thayer: That's interesting. Yeah, it's a complicated, it's a complicated puzzle piece where they all have to fit together and they have to fit together at the right time.

Sameer Dixit: Correct.

Harris Thayer: So that, uh, the process works.

Sameer Dixit: Alright.

Harris Thayer: Well said.

Sameer Dixit: So now to the next point, which is what most people talk about the human-in-the-loop, right? Technology is one part, but people are equally important, right? We are seeing more clients move towards cross-functional teams where, you know, where the engineers are moving towards the domain and the domains are moving towards the engineering, right?

Where, you know, both are moving to the center. Uh, data engineers are, you know, they think that they understand the domain because AI is there. Uh, the clinicians and the practitioners on the other side think that they understand technology 'cause they don't need to because AI is there. Uh, and AI teams work together on the same platform, right?

Even with strong platforms in place, a cultural shift is key to scaling AI, right? So, in healthcare and life sciences organizations, how are they evolving their teams and skills to take advantage? Right? Where does the boundary end? Uh, and where does it collaborate? That's, uh, because everybody thinks that they're an expert in the other side.

Uh, which is, you know, good thing to be in, but that also causes some confusions.

Harris Thayer: I think there's a little overlap in roles. I think what we might see is sort of a change in the way the data teams operate. Like for example, if I rewind 6, 7, 8 years ago to use Databricks, you had to be a Coder, or a Data Engineer or Data Scientist.

You wrote code, you wrote Python in the Databricks notebook, uh, today, that still exists. We still have those users, but because our platforms evolve so much, you have people like me who can write code but not very well. And what's interesting is that's kind of starting to go away. I think most coding will be natural language that's coded into some sort of like LLM chatbot thing, that then the code gets produced for you.

And we're seeing these business analysts and just normal business people now who want to ask questions about their data. They don't need to write the code to do it as long as the data is provisioned properly. So, what I think we're going to see is, you know, AI and Data making standard business people really data-enabled and it's gonna give them this sort of data superpower where before the data was locked. It was physically locked in a silo and then from a knowledge standpoint was locked into a silo where only the data people had access to it and could really produce it and show it to the business people.

Now, once the platform is set up, there is this world where, you know, whether you're the VP of finance or the head of sales, you could quickly go in and just ask a normal question of the data and the questions that people will ask. And we're seeing this now with our clients. They're usually very specific to the verbiage of a company. So, I'll give an example with Databricks. Like, we have a bunch of our own acronyms, we have our own language, we have a world in sales where, you know, our product is billed per hour. We call it A-D-B-U-A Databricks unit.

Sameer Dixit: Yeah.

Harris Thayer: So, if I were someone in Databricks Finance and I were to ask a question like, "How many DBUs were used last month?" Month in H-L-S, H-L-S is our Healthcare Life Sciences division. My group DBU, right? Last month, or maybe even last quarter in our fiscal quarter's, different than a calendar quarter. This is an easy question that we would know internally. Um, if you asked the general chatbot that was not trained in Databricks data, it would have no idea what you're asking if you just jumped into, like a ChatGPT or something.

So, this is why I think what we're going to see in the future, and we're seeing this now with our clients, they're training their own data, they're using their own verbiage or own nomenclature. And when

they're asking questions, those questions specifically give them the right answers that are applicable to their world and their business.

Sameer Dixit: Yep. Yeah, so true. Right. You know, this is, uh, a very interesting world that we are kind of, you know, looking into in terms of all these. The world is collapsing in some sense, but then you still talk about human-in-the-loop to make sure that the decisions are validated and all that. Right. So, uh, let's,

Harris Thayer: Well, let me comment on that really quick.

I think that validation piece is really important and that's, uh, kind of a big focus as we look at our clients who are rolling out new use cases. That's why one of the most important things that happens as these case gets rolled out is, is this correct? And that's what humans are doing. They're validating it.

Sameer Dixit: You know, you did allude to it at the start of the conversation.

A big part of making this work at scale comes down to strong partnerships. Right? At Persistent, we have been, you know, been very proud and lucky and fortunate, we are working very closely with Databricks through the brick builder ecosystem. We have achieved the HLS brick builder specialization, and we are building specialized solutions and accelerators that help clients move faster.

We actually are a part of a hackathon that you guys are doing with the college. Uh, so from your perspective, how does this kind of co-innovation help, customers move faster with the AI?

Harris Thayer: Yeah. I was in a conversation with, uh, a friend recently and they were asking me about like, what our partners do.

And I talked about software partners and cloud partners, and I said, well, we also have these SIs, these consulting partners. He's like, well, how does that work? And I'm like, well. If you're working at, you know, Acme Healthcare Corp, you have a full-time job in technology, you're doing whatever it is, you might not have time to do some giant data migration from Informatica to Databricks or this new AI use case they have the keeping the lights on.

Almost everybody's pretty already busy doing a bunch of other stuff. That's really where the value of our partners come in. They can come in as an expert. I've already done it before in many cases. And then, uh, you know, they supplement the teams that are already busy keeping the lights on at a hospital or keeping the lights on at a pharmaceutical company.

Um, and that's really just a huge value. And then our customers can move a lot faster and then have their use cases implemented. That to me is just a huge value proposition from our partners, right?

Help customers move fast and get the outcomes that they want.

Sameer Dixit: Alright? Uh, so looking at this is an interesting thing.

I like this the most. You know, whenever I talk with leaders like yourself, this is what I get excited and this collective knowledge is what I go and reach for others. So, this is where I'm going to really look forward to your thing. And in terms of what are the trends that excite the most, I would like to know some trends which you are personally excited about, or you know, Databricks is excited about.

Harris Thayer: Well, I guess I'll jump into the agent piece. I think that's where a lot of things are going. I mentioned that, I mean, even myself, I'm using agents now, my day-to-day work. I think that's gonna be a big push. And here's a couple of reasons why. I mean, Databricks has seen that over the past couple of years, there is this push towards agents.

Uh, we have a product called Agent Bricks, which helps clients get their agents up and running quickly. Um, we made a purchase last year, it is a company called Neon, which is a Postgres database, and you can really think of that as. A database designed specifically for agents. So, what Neon saw, and this is why we bought them, 80% of the databases that were being launched were being done by agents, not by humans.

And we're gonna move into a world where we're seeing this now already. Because, um, Neon was then bought by Databricks and turned into a product we now have called "Lake Base" and Lake Base has become extremely popular. It's like just skyrocketed in usage, and it's because agents are leveraging it to spin up a database sometimes.

These are very much ephemeral. They're used when they're needed and then spun back down. And all of that is pulled from, you know, some core dataset. Usually sitting in the cloud, obviously like an S3 or an Azure Blob storage. So, I think the push towards agents is gonna be a really big one that I think we're gonna see in all industries, but definitely in healthcare, I think the SaaS apocalypse, which I've heard so many times. Oh yeah. The last couple months have been top of mind. Customers will continue to build applications. We have lots of systems of records or SaaS applications that are used for things like HR or running a company like an SAP or ERP, uh, solutions, or in healthcare, uh, electronic health records.

Those are gonna take a long time for someone to get rid of. And the reason why is not only do they add value, they store data in a very specific way. There's a lot of processes like in a hospital or in any kind of corporation or enterprise that are built around these. I mean, if you even look at Databricks, we use Salesforce.

You know, my entire sales team uses Salesforce. You know that we track customers usage in there. Sales reps are paid commissions at the end of the month and quarter based on that, all these

processes are in place, like with our finance team. That would take a lot to redo. And then you've gotta come back to the whole like build versus buy conversation.

You may be able to build some application, but is that a core competence of the company that you're at? Should you be building your own, you know, whatever the application is with electronic health records equivalent application? But then it's all accessed through some sort of LLM chatbot. I don't know if we're gonna get there anytime soon.

And I think one is people's resistance to change. The second is, especially in healthcare, um, there are a lot of processes in place that are regulatory that takes a long time for things to change. And then we're also in an industry; I've noticed, where people, if they've done things a certain way for a certain amount of time.

You can kind of slowly tweak, you know, like, hence why I think agents to make people more additive and make their lives easier, that is getting adopted quicker. But if you were to say, hey, we're gonna get rid of this electronic health records program in 12 months, and we're gonna have this whole different process.

You know, I think people who do their daily job, office workers and knowledge workers probably would revolt at the company, would not be able to, they don't want to mess with it. If it kind of works, then why go through that? So, I think we're still going to deal with this whole build versus buy. I don't think a lot of the SaaS applications, at least the world I work in, and, you know, healthcare and life sciences are going to go away.

They might be supplemented by other technologies that make things speed up and go faster. But, I think that's a little overrated right now. And you saw it like the past month, a bunch of, you know; some of the large language model labs will have at least one technology item. One thing, and they're like, oh, that whole market's going to go away.

Sameer Dixit: Yeah. Every time there's a new announcement, some market crashes. Right. Which is...

Harris Thayer: Yeah. I mean that's, uh, you know, the markets like that move on fear and sure enough, they bounce right, right away.

So...

Sameer Dixit: And I'm sure these guys will also do something innovative, right. You know, in the sense. You know, they will add more value and they'll move up the value chain and well, everybody could coexist.

Harris Thayer: I think longer term by the 10 years, a lot of these companies will have to either

disrupt themselves or be innovative. And if they're not, they will be disrupted in the short-term or next couple of years, probably not a ton is going to change.

Uh, but yeah, I don't know. Some of these companies, I don't know how durable that revenue is from a SaaS world, uh, you know, is very predictable. Monthly, annual reoccurring revenue that could change. We'll see.

Sameer Dixit: Alright, Harris, so thank you for joining us today and for sharing your insights. Really appreciate it.

Harris Thayer: Yeah, Sameer, thank you so much for having me. This has been a fantastic conversation. Really appreciate it.

Sameer Dixit: Cool. So it's clear that the convergence of data AI and the platforms like Databricks is opening up incredible possibilities across the healthcare and life sciences space and partnerships like the one that we have between Persistent and Databricks is really helping organizations move from experimentation to real world impact, which is where we all want to be.

So thank you everybody for tuning into Re(AI)magine Conversations in today's episode. If it sparked a new thinking, a new thought, please follow the show and share it with your network. If you have a story to tell or if you have a guest you'd like to hear from, please do drop us a note at podcast@persistent.com.

Until next time, stay curious and stay inspired. Thank you everybody.

Re(AI)maging™ the World



About Persistent

Persistent Systems (BSE: 533179 and NSE: PERSISTENT) is a global services and solutions company delivering AI-led, platform-driven Digital Engineering and Enterprise Modernization to businesses across industries. With over 27,500 employees located in 18 countries, the Company is committed to innovation and client success. Persistent offers a comprehensive suite of services, including software engineering, product development, data and analytics, CX transformation, cloud computing, and intelligent automation. The Company is part of the MSCI India Index and is included in key indices of the National Stock Exchange of India, including the Nifty Midcap 50, Nifty IT, and Nifty MidCap Liquid 15, as well as several on the BSE such as the S&P BSE 100 and S&P BSE SENSEX Next 50. Persistent is also a constituent of the Dow Jones Sustainability World Index. The Company has achieved carbon neutrality, reinforcing its commitment to sustainability and responsible business practices. Persistent has also been named one of America's Greatest Workplaces for Inclusion & Diversity 2025 by Newsweek and Plant A Insights Group. As a participant of the United Nations Global Compact, the Company is committed to aligning strategies and operations with universal principles on human rights, labor, environment, and anti-corruption, as well as take actions that advance societal goals. With 468% growth in brand value since 2020, Persistent is the fastest-growing IT services brand in 'Brand Finance India 100' 2025 Report.

USA

Persistent Systems, Inc.
2055 Laurelwood Road, Suite 210
Santa Clara, CA 95054
Tel: +1 (408) 216 7010
Fax: +1 (408) 451 9177
Email: info@persistent.com

India

Persistent Systems Limited
Bhageerath, 402
Senapati Bapat Road
Pune 411016
Tel: +91 (20) 6703 0000
Fax: +91 (20) 6703 0008

