



AI Success Stories

Australian Business Case Studies

CASE STUDY COLLECTION — 2026

Healthcare & Aged Care

Reignite Health

Physiotherapy and wellness services across 10 retirement villages in Sydney and the Central Coast.

877

Patients Served

10

Aged Care Villages

24/7

Availability

The Challenge

Reignite Health was facing critical operational challenges impacting patient care and staff wellbeing:

- **After-hours accessibility:** Patients calling outside business hours received no response, leading to missed appointments
- **Manual booking overhead:** Reception staff spent 15+ hours/week on appointment bookings, confirmations, and rescheduling
- **Multi-site complexity:** Coordinating schedules across 10 aged care facilities required constant phone tag
- **Compliance:** Systems needed to integrate with Cliniko for record-keeping and Medicare compliance

The business was caught between two poor options: hire additional reception staff (\$80,000+/year) or continue disappointing patients with limited availability.

The Solution

Yes AI deployed a specialised AI voice agent with the following capabilities:

- **Natural voice:** Conversational AI understanding elderly patients' needs, including hearing difficulties
- **Cliniko integration:** Real-time connection for appointment availability, booking, and patient records
- **Multi-site awareness:** Intelligent routing based on which facility the patient is calling from
- **24/7 operation:** Handles calls evenings and weekends — when most residents prefer to call
- **Human handoff:** Seamless transfer for complex medical queries or emergencies

Key Implementation Feature

The AI was specifically trained on aged care communication: longer pause times for elderly speakers, tolerance for background noise in care facilities, and understanding mobility-related terminology.

Implementation Timeline

| PHASE | ACTIVITY |
|----------|--|
| Week 1-2 | Discovery and workflow mapping with Reignite Health team |
| Week 3-4 | Cliniko API integration and voice agent development |
| Week 5 | Testing with aged care partners and staff training |
| Week 6 | Soft launch with 2 facilities, monitoring and refinement |
| Week 7+ | Full rollout across all 10 aged care villages |

Results Achieved

Operational Improvements

- **98.7%** booking accuracy — virtually eliminated errors
- **15 hours/week** saved — staff freed for patient care
- **64%** after-hours call volume captured
- **3.2 min** average call time — efficient, not rushed

Business Impact

- **\$78,000** annual savings vs hiring reception staff
- **23%** appointment increase from captured calls
- **4.8/5** patient satisfaction score
- **4-month** full payback on AI investment

Stakeholder Feedback

"The AI voice agent has transformed how we serve our aged care residents. They love being able to book appointments at their convenience. Our staff are happier too — they can focus on delivering care instead of playing phone tag."

— Sarah Chen, Practice Manager, Reignite Health

Key Takeaway

For healthcare providers serving elderly populations, AI voice agents are always available, patient and clear in communication, and integrated with existing practice management systems. The technology pays for itself within months.

Nutrition Consulting & Health Analytics

Nutrition Science Group

Multi-company nutrition consulting portfolio including the SmarterBlood health analytics platform.

35%

Cost Reduction

4+

Companies

60%

Faster Processing

The Challenge

Nutrition Science Group operates multiple consulting businesses and the SmarterBlood platform, creating unique scaling challenges:

- **Multi-company complexity:** 4+ related companies with different services, clients, and billing — all needing separate admin
- **Data bottleneck:** SmarterBlood analyses blood tests to generate personalised nutrition recommendations — 80% manual data entry
- **Cost pressure:** Growing client base needed more nutritionists, but margins couldn't support the cost
- **Quality consistency:** Multiple nutritionists across companies made consistent advice challenging
- **Scaling limitation:** Business model couldn't grow without significant capital investment in staff and systems

The Solution

Yes AI designed a comprehensive automation platform across multiple operational areas:

- **Document processing:** AI extraction of blood test results from pathology PDFs — 99.3% accuracy
- **Report generation:** AI-powered nutrition engine synthesising blood markers, lifestyle data, and evidence-based guidelines
- **Workflow automation:** Unified client intake, billing, and comms across all portfolio companies
- **Quality assurance:** Automated review of recommendations against evidence-based guidelines
- **Client comms:** Smart email sequences, reminders, and follow-up tracking

Implementation Approach

| PHASE | ACTIVITY |
|--------------------|--|
| Discovery (3 wk) | Shadowed nutritionists, analysed 200+ client reports for recommendation patterns |
| Development (6 wk) | Built AI models trained on evidence-based nutrition guidelines and historical data |
| Validation (4 wk) | Parallel testing: AI and human nutritionists analysed same cases (95% agreement) |
| Pilot (8 wk) | Rolled out to one company with nutritionist review of all AI recommendations |
| Scale (6 wk) | Expanded across all portfolio companies with reduced oversight |

Business Impact

Operational Improvements

- 62% faster reports (90→34 min average)
- 99.3% data extraction accuracy
- 87% reduction in admin tasks
- Consistent quality across all companies
- 24-hour turnaround (was 5–7 days)

Business Transformation

- \$142,000 annual savings across portfolio
- 3x client capacity with same team
- 4.9/5 client satisfaction
- New subscription model launched
- 5.1-month ROI payback

Scalability Achievement

The platform enabled scaling from 180 to 540 clients/month with **zero additional nutritionist hires**. Nutritionists now focus on complex cases and relationships while AI handles routine analysis and reports.

Key Takeaway

For professional services, AI enables non-linear scaling — growing client capacity without proportionally growing headcount. The key is identifying which tasks require true professional judgement vs which can be automated with proper training data and quality controls.

Cross-Case Study Summary

1,652+
People Served

\$314K
Annual Savings

4.5 mo
Average ROI

Common Success Factors

These three implementations share key patterns that drove their success:

- **Start with pain, not technology:** Solve specific operational problems rather than implementing AI for its own sake
- **Integrate with existing systems:** Connect to Cliniko, NDIS systems, and health platforms — don't force workflow changes
- **Measure relentlessly:** Weekly metrics tracking identifies optimisation opportunities and proves ROI
- **Phase the rollout:** Starting simple builds confidence before tackling complex automation
- **Human-AI collaboration:** AI handles routine while humans focus on complex judgement and relationships

Industry Applicability

These patterns apply across industries:

Healthcare & Aged Care

Voice AI for appointment booking, patient communication, after-hours support. Typical ROI: 4–6 months.

Professional Services

Document processing, report generation, client communication automation. Typical ROI: 3–5 months.

Community Services

Scheduling optimisation, compliance automation, multi-stakeholder coordination. Typical ROI: 3–4 months.

Multi-Location Operations

Centralised systems with location-specific intelligence and routing. Typical ROI: 4–6 months.

Ready to Write Your Own Success Story?

Every case study in this collection started with a single conversation. Book a free consultation to explore how AI can solve your specific operational challenges — with no obligation and no jargon.

Your AI Success Story Starts Here

Every Australian business has unique challenges. Let's discuss how AI automation can solve yours.

Your Free Consultation Includes:

- Personalised AI opportunity assessment
- Industry-specific recommendations
- Custom implementation roadmap
- Integration feasibility review
- No-pressure discussion of next steps

[Book Your Free Consultation](#)

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