



From Manual Workflows to AI-Enabled Delivery in Behavioral Health

For The Largest Health & Human Services Provider in New York City

Case Study



Customer Overview

The Jewish Board is one of the largest not-for-profit healthcare organizations in New York City, providing behavioral health and human services for over 140 years. They offer their services across more than 65 facilities spread throughout the five boroughs of New York City.

Business Context

The organization was looking to rapidly develop and deploy automated business workflows while meeting the security, quality, and delivery requirements of a healthcare environment.

Traditional application development required a delivery model that could move efficiently from a business need to a production-ready application. The opportunity was to accelerate application delivery without compromising the engineering practices required for production environments.

To address this, Neurealm embedded a dedicated two-person AI pod into the organization's existing development pipeline, providing AI engineering capacity to support the automation of medium to complex business workflow applications.

The Solution

Neurealm integrated AI into the software development process rather than treating it as a standalone experimentation tool.

As part of the engagement, Claude Code was incorporated into the development workflow to support the rapid development of automated business workflows. The approach spans architecture, development, testing, security validation, documentation, and deployment, with engineering controls retained throughout the delivery lifecycle.

The engagement also extends beyond individual application development to support broader AI adoption through:

- AI strategy and use-case development
- Identification and prioritization of AI opportunities
- Exploration of agentic AI and healthcare AI applications
- AI maturity roadmaps
- Pilots and proofs of concept

Solution Details

- **AI-Enabled Application Development**

A dedicated two-person AI pod was embedded within the existing development pipeline to provide immediate AI engineering capacity for automated business workflow applications.

- **AI-Assisted Software Development**

Claude Code was integrated into the software development workflow to support application development and workflow automation across architecture, development, testing, security validation, documentation, and deployment.

- **Healthcare-Ready Deployment**

The applications are deployed in a HIPAA-compliant Azure environment, with security validation and testing incorporated into the application delivery lifecycle.

- **Structured Delivery Cadence**

The rollout is structured around a planned production deployment cadence of every 2 to 3 weeks for each application.

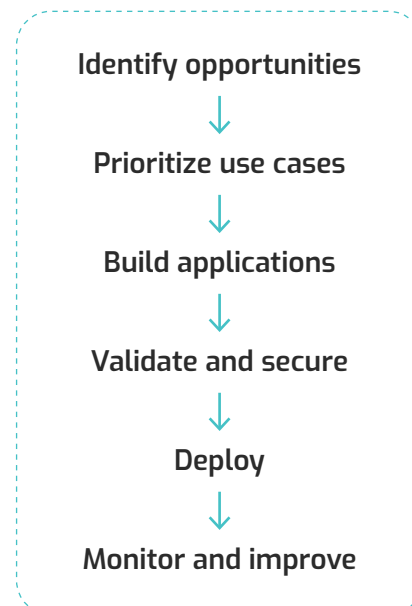
- **Broader AI Adoption**

Alongside application development, the engagement supports AI strategy and use-case development, including identifying opportunities, exploring agentic and healthcare AI applications, developing AI maturity roadmaps, and evaluating potential solutions through pilots and proofs of concept.

Solution Impact

The engagement is establishing an AI-enabled delivery model designed to accelerate the development and deployment of automated business workflows while maintaining the security, quality, and operational disciplines expected in a healthcare environment.

With an AI engineering pod embedded in the delivery pipeline and Claude Code supporting software development, the organization is building a structured path from identifying opportunities to developing, validating, securing, and deploying applications.



The model is also designed to create a repeatable approach to AI-enabled application delivery and business automation.

As the portfolio develops, the impact can be measured across development effort, delivery speed, workflows automated, and operational capacity released.

Neurealm is an AI-first technology services company helping enterprises build the intelligent systems that power the future. We work across the full Physical AI to Agentic AI spectrum, from edge devices to autonomous agents, and help enterprises move from AI experimentation to production-grade deployment, powered by NeuGAIN, our unified AI platform. Our outcome-driven, engineering-led approach spans AI, Engineering, Data, RunOps and more, serving 280+ enterprises worldwide.

For more information on how **Neurealm** can help solve your business problems, write to inquiry@neurealm.com or visit us at www.neurealm.com