



IntelliPact by Black Box for Healthcare

The AI-Driven Executive OS for Enterprise Visibility and Action

Advancing Clinical Excellence through Unified, Real-Time Intelligence across the Care Continuum

In healthcare, every second and every data point impacts lives. IntelliPact™ by Black Box delivers a unified command view across EHRs, telehealth, workforce, and device ecosystems, translating clinical and operational data into actionable, real-time insights. By connecting patient experience, clinician productivity, and technology performance, it transforms fragmented data into measurable improvements in safety, throughput, and satisfaction.

The IntelliPact business intelligence engine normalizes EHR (Epic, Cerner), telehealth QoS, service desk, and infrastructure telemetry, mapping each to board-level XLAs such as patient outcome improvement, readmission reduction, and clinical uptime.

From Insight to Action

	Strategic Need	How IntelliPact™ Delivers
01	Reduce readmission rates	Correlates EHR, telehealth, and staffing data to identify risk drivers and recommend workflow changes.
02	Improve clinician experience	Tracks application latency, device performance, and digital experience to surface bottlenecks impacting staff efficiency.
03	Enhance patient safety and compliance	Monitors integration between EHRs, connected devices, and infrastructure to ensure real-time reliability.
04	Optimize operational costs	Automates identification of redundant processes and unproductive technology use across clinical workflows.

Core Benefits



15–25% faster issue resolution across clinical applications and infrastructure.



End-to-end compliance visibility (HIPAA, HL7, SOC 2).



Up to 30% improvement in digital experience scores for clinicians.



Faster time to outcome alignment with patient and financial KPIs.



Predictive analytics for patient flow and telehealth reliability.

Why Now

Healthcare systems face unrelenting pressure to improve outcomes while reducing cost and maintaining compliance. The surge in virtual care and distributed infrastructure demands an intelligent layer that unites patient, workforce, and system telemetry. IntelliPact delivers exactly that converting clinical data into an enterprise-wide intelligence network that drives measurable, board-level results

The Power Behind IntelliPact

Black Box powers IntelliPact with decades of experience in secure infrastructure, healthcare modernization, and AI-driven automation, —helping providers achieve operational resilience, regulatory compliance, and improved patient care through data-driven decisioning.

Black Box® is the connect-anything, optimize-everything partner. With over 45 years of experience, we deliver comprehensive solutions & services across data center builds, network architecture, connectivity, modern workplaces, cybersecurity, control rooms, and operations support — all designed to prepare clients for whatever future they envision. Our human-centered expertise and strategic approach enables us to help enterprises across finance, healthcare, transportation, and manufacturing transform technological possibility into operational reality.

