

Challenge: High-Volume Signals, Low-Time-to-Action

Regional Directors at a leading life sciences organization had access to large volumes of commercial and clinical data, but lacked a consistent way to surface what mattered in real time. Key shifts were often identified too late, best practices were not shared across regions, and teams had limited ability to quickly turn insights into action.

Solution: Dual-Mode Recommendation System in Palantir Foundry

We built an operational intelligence application that transforms unified commercial and clinical data into prioritized recommendations, real-time alerts, and AI-powered insights for Regional Directors.

The system combines proactive signal detection with on-demand natural language access, enabling faster, more consistent decision-making across the field.

Key Capabilities**1. Proactive Recommendation Engine (PUSH Alerts)**

Real-time alerts surface high-priority account and market changes, prompting immediate action from Regional Directors and enabling early intervention on meaningful shifts.

2. AI-Powered Natural Language Insights (PULL Interface)

An embedded AI assistant allows users to query complex commercial data in natural language, delivering instant, role-specific answers without relying on dashboards.

3. Unified Commercial Intelligence Layer

A single ontology connects accounts, products, sales teams, competitors, and performance data—creating a governed, scalable foundation for consistent insight generation and recommendation logic.

Impact

Shifted teams from reactive reporting to real-time, action-oriented decision-making—ensuring the right signals reach the right users at the right time, with clear context for execution.