



# Medtronic and Teneo.ai to Showcase Groundbreaking Compliance-First Approach to AI in Healthcare During Exclusive Webinar

## Global Medical Device Leader Partners with Voice-First Agentic AI Platform to Demonstrate How LLMs Can Transform Customer Support While Meeting Strict Regulatory Standards

[Teneo.ai](#) (SSME: TENEQ), the leading provider of voice-first agentic AI solutions, today announced an exclusive webinar that will reveal how the [medical device industry](#) can safely deploy Large Language Models (LLMs) and conversational AI while maintaining strict regulatory compliance including HIPAA requirements.

The webinar, titled "[Compliance Meets LLMs: How Medtronic Is Using Conversational AI to Revolutionize Medical Device Support](#)", will take place on **Tuesday, August 12, 2025, at 16:00 UTC**. This 45-minute exclusive session will provide unprecedented insights into how one of the world's largest medical device manufacturers is pioneering the secure implementation of agentic AI technology to transform customer engagement and device support operations.

### Addressing Critical Industry Challenges

As artificial intelligence rapidly transforms industries worldwide, the medical technology sector faces a unique challenge: how to harness the transformative power of [LLMs and conversational AI](#) while adhering to the stringent regulatory frameworks that govern healthcare environments. This webinar addresses one of the most pressing questions facing medical device manufacturers today: Can advanced AI technologies be deployed in a way that meets strict regulatory standards such as HIPAA while delivering meaningful improvements to customer support and device operations?

The collaboration between Medtronic, a company with over 95,000 employees across 150 countries serving more than 70 health conditions and Teneo.ai, whose [voice-first agentic AI platform achieves up to 99% accuracy and enables up to 50% operational cost savings](#), represents a significant milestone in the responsible deployment of AI technology within regulated healthcare environments.

### Revolutionary Approach to Healthcare AI Implementation

During the webinar, attendees will gain exclusive access to real-world insights from Medtronic's implementation of conversational AI for customer service and device support operations. Importantly, this initiative focuses on enhancing customer engagement and support experiences rather than embedded device technologies, demonstrating how AI can transform the customer journey while maintaining the highest standards of patient safety and regulatory compliance.

The session will showcase how Medtronic is strategically deploying [Teneo.ai's agentic AI](#) technology to create [intelligent automation solutions](#) that go beyond traditional customer service. These AI agents are designed to reason, decide and act autonomously in real-time conversations, providing customers with sophisticated support experiences that were previously impossible to achieve at scale.

## Key Learning Outcomes

Webinar attendees will discover practical frameworks and strategies that can be immediately applied across the medical device industry. The session will cover five critical areas:

- **Conversational AI Implementation Strategy:** Participants will learn how Medtronic is deploying conversational AI specifically for customer service and device support, with clear distinctions from embedded device technologies. This approach demonstrates how AI can enhance customer experiences while maintaining appropriate boundaries in regulated environments.
- **Regulatory Compliance Framework:** The webinar will provide detailed insights into deploying LLMs like GPT by OpenAI within regulated, HIPAA-aligned device support environments. Attendees will gain understanding of the governance, compliance, and architecture strategies necessary for safe, non-clinical AI implementation.
- **Agentic AI Transformation:** Experts will explore the role of agentic AI in transforming support experiences beyond clinical care, showcasing how intelligent automation can enhance customer engagement while respecting regulatory boundaries.
- **Enterprise Scaling Methodology:** The session will present a practical framework for identifying and scaling conversational AI use cases across medical device enterprises, providing actionable guidance for organizations considering similar implementations.
- **Future-Ready Technology Integration:** Participants will explore the strategic use of Conversational IVR and emerging LLM-powered analytics, gaining insights into how these technologies can deliver high-quality digital experiences at scale for users of life-enhancing medical technologies.

Registration is available at: <http://teneoai.webinargeek.com/compliance-meets-llms-how-medtronic-is-using-conversational-ai-to-revolutionize-medical-device-support?cst=cision>

## About Teneo.ai

Teneo.ai ([SSME:TENEO](#)) delivers the most advanced Agentic AI solutions for contact center automation—helping enterprises resolve customer inquiries faster, reduce wait times, and elevate service quality. Our AI Agents achieve up to **99% accuracy**, automate over **60% of interactions**, and enable up to **50% in operational cost savings**.

Trusted by global leaders like **AT&T**, **HelloFresh**, **Swisscom**, and **Telefónica**, the Teneo platform combines **Conversational AI**, **Generative AI**, and **Large Language Models** to drive measurable improvements in **containment**, **first contact resolution (FCR)**, **CSAT**, **NPS**, and overall CX efficiency.

Teneo-powered AI Agents handle **millions of conversations daily** across voice and digital channels with enterprise-grade scalability and performance. Our patented technology integrates seamlessly with leading CCaaS and CX platforms—including **Genesys**, **Five9**, **Microsoft**, **AWS**, **Google**, and **NICE**—maximizing automation without disrupting existing workflows.

**We make your AI Agents the smartest—delivering consistent, human-like experiences that accelerate growth and ROI.**

Learn more at [www.teneo.ai](http://www.teneo.ai).