

Andy Liwen

AI Platforms that Deliver Transformed Healthcare and Business Results

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CHIEF PRODUCT & TECHNOLOGY EXECUTIVE

Building healthcare platforms that lower delivery costs, improve outcomes, and maximize revenue.

Proven “lab to curb” track record—from early AI platforms research at AT&T Labs to the integrated systems for secure military operations to commercial platforms deployed in complex care environments.

Specializes in turning fragmented systems into scalable, revenue-generating platforms by aligning product strategy, engineering, and go-to-market execution.

Led platforms enabling 90%+ operational efficiency gains, multi-million-dollar growth, and new care delivery models across healthcare, telecommunications, and public sector markets.

FLAGSHIP PRODUCT: AI-DRIVEN CARE MANAGEMENT PLATFORM

- Launched an AI-driven care navigation platform integrating care plans, RPM data, and non-clinic workflows
- Defined a new AI-enabled care delivery model bridging clinical, operational, and patient engagement
- CCM/RPM service delivery model that beats the 68% industry failure rate, reduced cost-to-serve, improved patient experience, reduced abandonment by half, and maximized revenue outcomes
- Built a role-based operational portal delivering unified, real-time visibility across complex care environments
- Reduced end-of-month billing preparation by ~90% through automation and workflow optimization
- Established a Single Source of Truth (SSoT) architecture service freeing data stuck in traditional EMRs
- Codified best practices into automated workflows, accelerating onboarding and performance of care teams
- Created foundation for AI-driven orchestration of care delivery at scale

CORE CAPABILITIES

- AI Product Strategy & Platform Monetization
- Healthcare Service Model Transformation (CCM, VBC, RPM, Oncology)
- Production Agentic AI & Orchestration Platforms
- Data Platforms & Growth-Oriented Architecture
- Product-Led Growth & Go-To-Market Alignment
- Scaling Complex Service Delivery via Software
- Regulatory-Aware Design (HIPAA, HL7, GDPR)

PROFESSIONAL EXPERIENCE

Chief Technology Officer | Principal Investigator

1TrueHealth (via Act2.tech) — Austin, TX | 2024 – 2026

- Built and launched a human-centered platform for increased patient trust and engagement at scale
- Designed voice-first AI products supporting Alzheimer's care, mental health, and caregiver workflows
- Reduced operational burden and cost-to-serve through AI-driven automation and task orchestration
- Developed a federated edge-to-cloud architecture enabling scalable, human-centered healthcare delivery
- Established expandable health product foundation across clinical, financial, and social determinants

CEO / Co-Founder (Crafted the Merged Business Venture)

RaaS99 PBC | DataOne.Health | AplaCare — Austin, TX | 2015 – 2024

- Built and scaled a portfolio of AI-driven platforms across value-based care, oncology, and patient experience
- Partnered with Texas Oncology to deliver an "industry-first" unified care data and engagement platform
- Created and validated new revenue models through AI-driven patient engagement and data platforms
- Developed AI-powered patient support platforms improving outcomes while reducing clinician burden
- Unified fragmented data into actionable intelligence platforms unlocking operational efficiency and growth

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Managing Director, Client Solutions (SVP Level)

Cisco — Washington, DC | 2008 – 2011

- Grew public sector revenue 300%+ by services-led, productized models during 2008 economic downturn
- Launched Smart + Connected Communities, driving economic and infrastructure transformation initiatives
- Developed "Data Center of the Future" strategy contributing to major enterprise wins
- Built executive client partnerships positioning Cisco as a results-focused strategic transformation partner

Senior Executive (SVP Level)

Accenture — Washington, DC | 2005 – 2008

- Secured and expanded \$300M+ in contracts, including growing two \$1B+ outsourcing programs
- Architected and closed a \$250M national telecom and infrastructure solution in under four months
- Led cross-functional pursuit teams of up to 200 across strategy, architecture, and delivery
- Delivered large-scale cost optimization and operational transformation programs

Founder & Technology Executive

Yehti | AirChalk | Pinion Software (Merged/Acquired) — 2000 – 2005

- Built secure enterprise communication and rights management platforms
- Generated \$20M+ pipeline in late-stage startup operations
- Designed and patented wireless resource-sharing models targeting \$2B market opportunity
- Contributed to successful acquisitions and market positioning in secure communications

Principal Staff Scientist

AT&T Labs (Southwestern Bell / SBC) — 1990 – 2000

- Founding member of AI research initiatives focused on robotic reasoning and intelligent automation
- Collaborated with MIT Media Lab on turning AI technologies into early real-world platforms
- Contributed to early broadband (ADSL) deployment and adoption strategies
- Advanced AI and systems innovations bridging research into AT&T commercial platforms

Early Career: Aerospace & Systems Integration

Software Productivity Consortium — 1988 – 1990

- Led system integration efforts supporting initiatives to build a Space Shuttle platform
- Advanced early distributed system architectures influencing modern service-oriented design

EDUCATION

American University

- MS, Mathematics & Computer Science
- BA, Abstract Mathematics

SELECT INTELLECTUAL PROPERTY & PUBLICATIONS

- Data Center of the Future and Neighborhood of the Future (commercial impact publications)
- AI orchestration and secure communication innovations
- Contributions to large-scale collaboration and distributed platforms design

RECOGNITION

- Recognized by Texas Oncology for “only one who could ...” hit healthcare delivery innovation levels
- Multiple awards in AI, broadband, and secure communications