

CASE STUDY

Digital Transformation Journey – Health Care Provider

Challenge

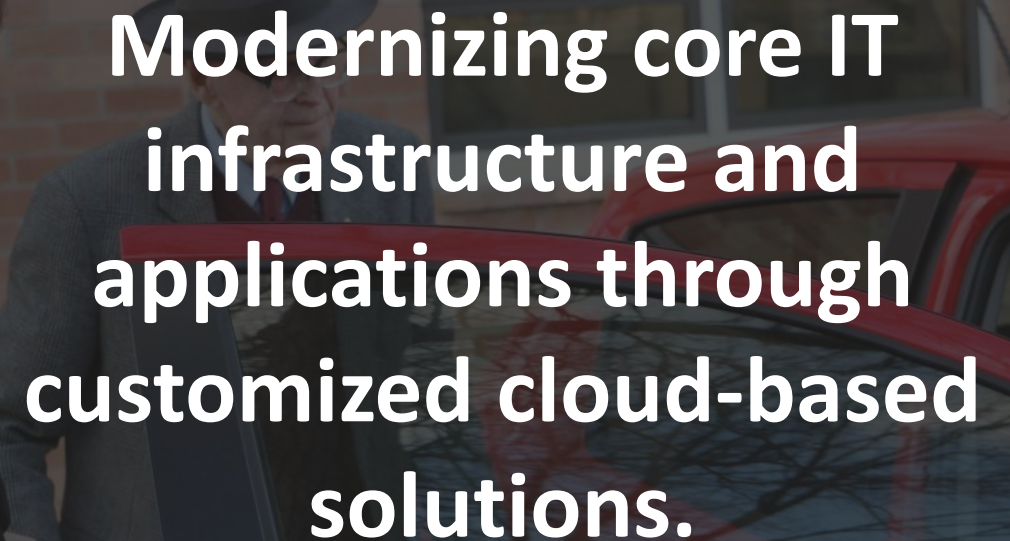
Non-emergency medical transportation services make access to healthcare easier for those in need. After a successful 2015, this healthcare provider set an ambitious revenue target of \$1 billion by 2020 – doubling their revenue in 5 years time. Their outdated technology infrastructure was mixing DEV and PROD data, uncontained EDI issues, legacy application challenges, data integrity gaps, and more. With an impending AS400 legacy system overhaul planned, the organization needed an end-to-end solution for their core operational system.

Solution

Sense Corp managed several workstreams through a multi-year engagement to provide IT roadmaps, streamline EDI operations, optimize reporting capabilities, and assess the ambulance claim adjudications process. Most recently, Sense Corp delivered a custom Salesforce Lightning application to sunset their legacy operational system, including a Microsoft/.NET integration layer to propagate data to the Operational Data Store (also built by Sense Corp).

Value

Their investment in data and digital solutions for their technology systems have spurred record business growth. Their partnership with Sense Corp began with a one-day quick assessment and, many efforts later, the organization trusts Sense Corp as the preferred and trusted vendor for their digital transformation journey.

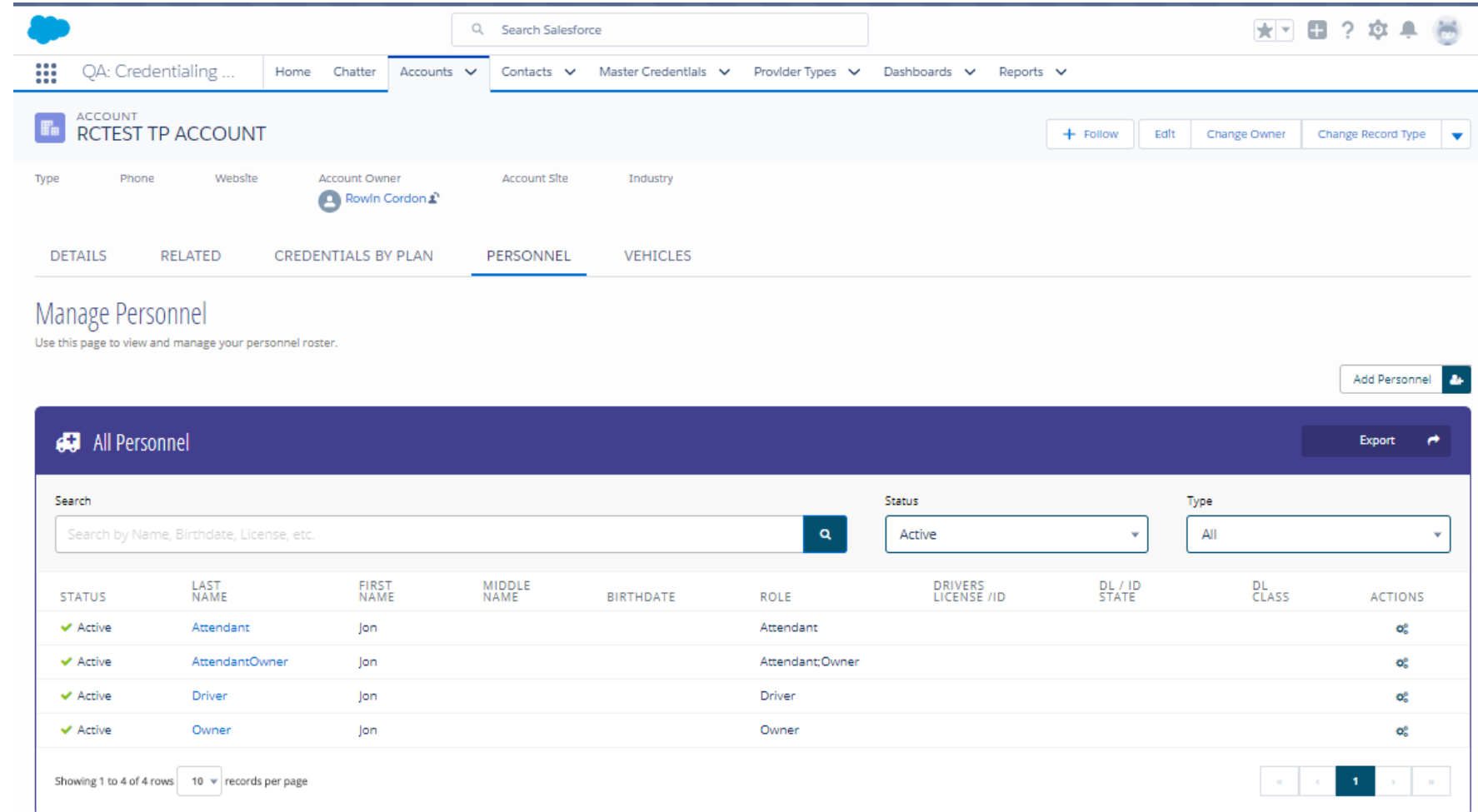


Modernizing core IT infrastructure and applications through customized cloud-based solutions.

Key Technologies



Supervisor Dashboard



The screenshot shows a Salesforce interface for managing personnel. At the top, there's a navigation bar with 'QA: Credentialing ...' and various menu items like Home, Chatter, Accounts, Contacts, Master Credentials, Provider Types, Dashboards, and Reports. A search bar for 'Search Salesforce' is also present. Below the navigation, the main content area is titled 'ACCOUNT RCTEST TP ACCOUNT' with a 'Follow' button and options to 'Edit', 'Change Owner', and 'Change Record Type'. The 'PERSONNEL' tab is selected, leading to a 'Manage Personnel' section with the instruction 'Use this page to view and manage your personnel roster.' and an 'Add Personnel' button. The 'All Personnel' table lists four active personnel:

STATUS	LAST NAME	FIRST NAME	MIDDLE NAME	BIRTHDATE	ROLE	DRIVERS LICENSE /ID	DL / ID STATE	DL CLASS	ACTIONS
Active	Attendant	Jon			Attendant				
Active	AttendantOwner	Jon			Attendant;Owner				
Active	Driver	Jon			Driver				
Active	Owner	Jon			Owner				

At the bottom of the table, it shows 'Showing 1 to 4 of 4 rows' and '10 records per page'.

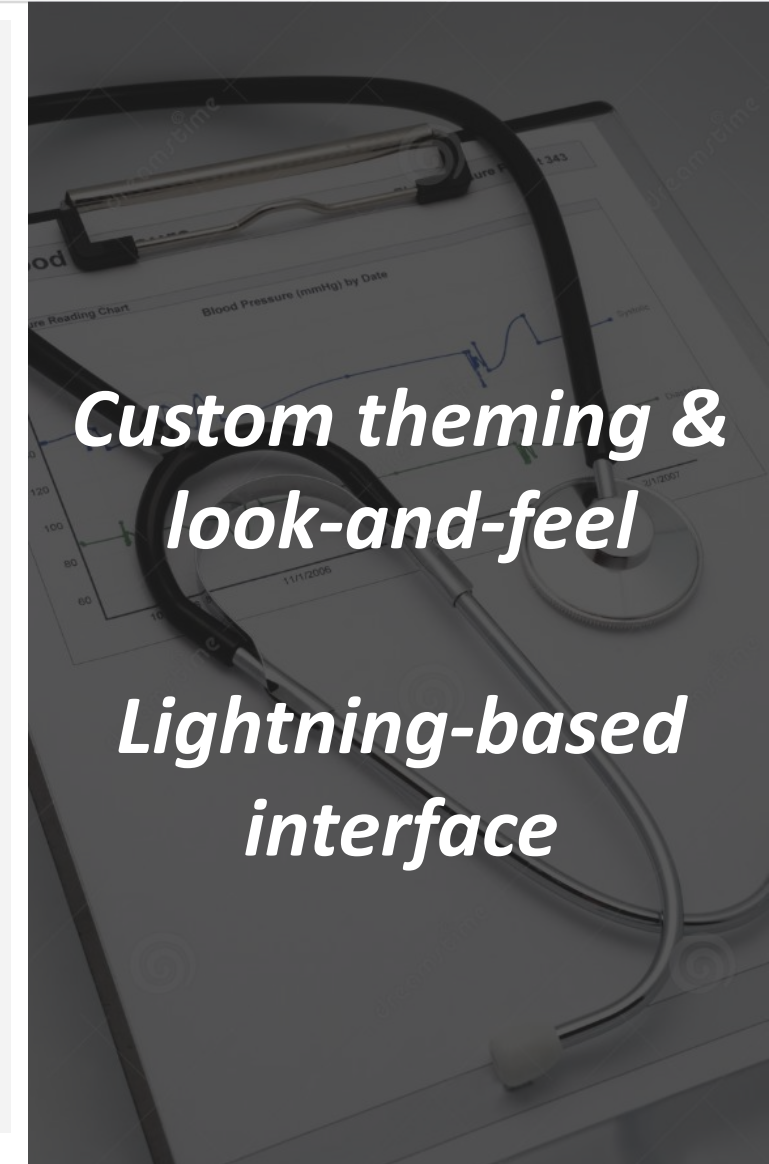
Account management via customized on-boarding process

Credential Accordion Tables

The screenshot displays a web application interface with three accordion-style sections. Each section has a header bar with a warning icon, a title, a subtitle, and a 'PERSONNEL STATUS' indicator. The middle section, 'Client Account', is expanded to show a search bar, filter dropdowns for 'Status' and 'Expires Within', and a table of credentials.

STATUS	CREDENTIAL	DEADLINE	BEGIN EFFECTIVE DATE	END EFFECTIVE DATE	ACTIONS
New	Drug Free Workplace Policy	07/28/2017			
New	Test Personal Credentail	07/18/2017			
New	TP Test 789	07/20/2017			
New	FBI Background Check	07/20/2017			
New	TP Test Personnel	07/20/2017			
New	Background Check	07/20/2017			

Showing 1 to 6 of 6 rows | 10 records per page | Page 1 of 1



Personnel Modal



VEHICLES PERSONNEL CREDENTIALS BY PLAN

Manage Personnel

Use this page to view and manage your personnel.

All Personnel

Search

Search by Name, Birthdate, License

STATUS	LAST NAME	FIRST NAME
Active	43157 test	431
Active	a	a
Active	Adam	Jim
Active	America	Cas
Active	America	Cas
Active	Anderson	Syl
Active	Apple	Gre
Active	approval test	433
Active	asdf	rct
Active	Attendant	Jon

Add New Personnel

Personnel Details

First Name *

Middle Name

Last Name *

Gender *

Date of Birth *

DL / ID Details

DL / ID Number *

DL / ID State *

Employment Details

Date of Hire *

Employee Type *

Add Personnel

Export

Type

DL CLASS	ACTIONS
D	

External Vehicle View

VEHICLES PERSONNEL CREDENTIALS BY PLAN

Manage Vehicles

Use this page to view and manage your vehicle roster.

Add Vehicle

All Vehicles Export

Search: Search by VIN, License Number, Fleet Number, etc.

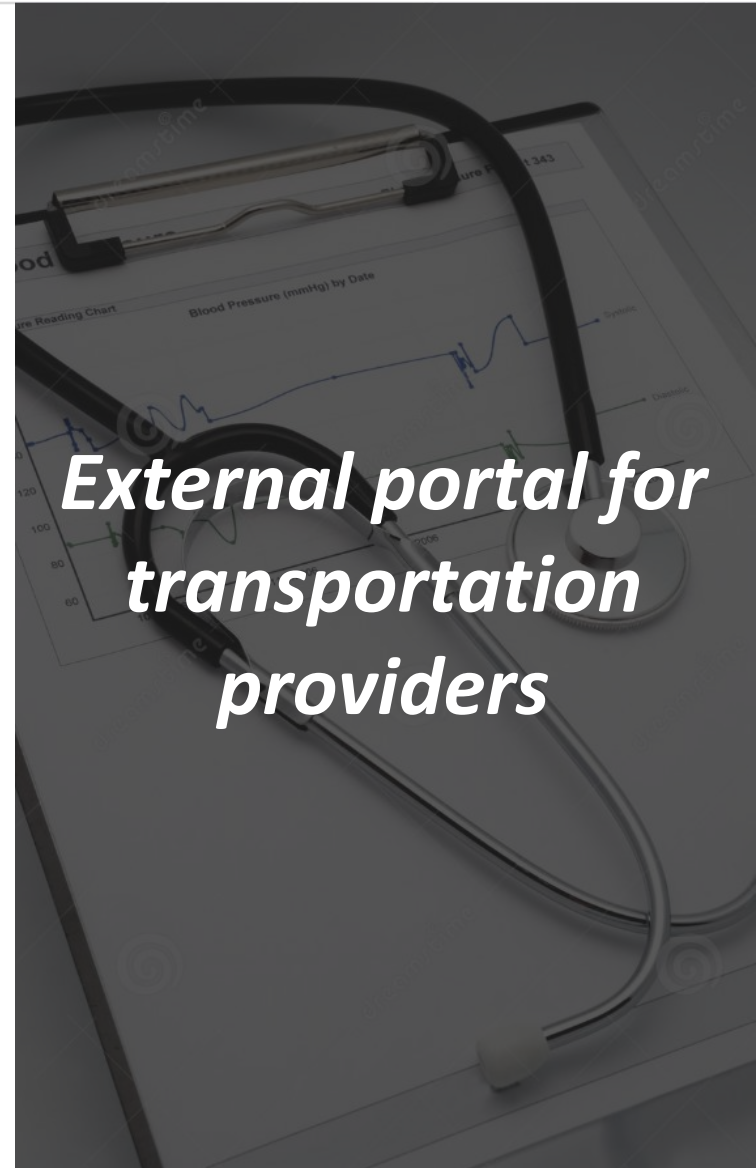
Status: Active Type: All

STATUS	YEAR	MAKE	MODEL	VIN	STATE OF PLATE	PLATE NUMBER	FLEET NUMBER	TYPE	ACTIONS
✓ Active	2015	Toyota	Innova	VIN 101	MH	LPN 100	FN	Ambulance	⚙️
✓ Active	2014	Toyota	Paralift	VIN 011	FL	LPN 011	FN 011	Paralift	⚙️
✓ Active	2011	Toyota	Stretcher	VIN 002	IA	LPN 002	FN 002	Stretcher	⚙️
✓ Active	1998	FORD	Unicorn	VIN600	PA	LPN600	FN600	Ambulance	⚙️
✓ Active	2012	FORD	Icon2	VIN400	CA	LPN400	FN400	Stretcher	⚙️
✓ Active	2012	Toyota	Paralift	VIN 003	FL	LPN 003	FN 003	Paralift	⚙️
✓ Active	2012	Toyota	Stretcher	VIN 010	IA	LPN 010	FN 010	Stretcher	⚙️
✓ Active	2015	FORD	Explorer	1234567V	IL	N500457		Cab	⚙️
✓ Active	2010	Toyota	CAB	VIN 009	IA	LPN 009	FN 009	Cab	⚙️
✓ Active	2015	FORD	SUV	VIN500	NC	LPN500	FN500	Paralift	⚙️

Showing 1 to 10 of 81 rows | 10 records per page

1 2 3 4

Corporate Compliance Hotline | 855.847.0262 | reportlineweb.com/mtm



Internal Vehicle Management

Sandbox: QAServA

Search Salesforce

QA: Credentialing ... Home Chatter Accounts Contacts Master Credentials Provider Types Dashboards Reports

ACCOUNT RCTEST TP ACCOUNT

+ Follow Edit Change Owner Change Record Type

Type Phone Website Account Owner Rowin Cordon Account Site Industry

DETAILS RELATED CREDENTIALS BY PLAN PERSONNEL **VEHICLES**

Manage Vehicles

Use this page to view and manage your vehicle roster.

Add Vehicle

All Vehicles Export

Search: Search by VIN, License Number, Fleet Number, etc.

Status: Active Type: All

STATUS	YEAR	MAKE	MODEL	VIN	STATE OF PLATE	PLATE NUMBER	FLEET NUMBER	TYPE	ACTIONS
Active	2017	Toyota	Camry	1212121	CA	1212121		Cab	
Active	2010	Honda	Odyssey	2323232	AR	2323232		Ambulance	
Active	2016	Honda	Civic	3434343	CA	3434343		Stretcher	

Showing 1 to 3 of 3 rows 10 records per page



Monitor vehicle performance to provide direct feedback