



Industry

Healthcare, Transport



Product

Community Cloud, Health Cloud, Integrations, Shield

Challenge

- Cloud Haven was brought on in an Ongoing Support role to help administer and improve their current Salesforce Org
- Health Cloud was implemented to replace the custom objects they had built themselves
- Implementation of Salesforce Shield and detailed analysis of security and document change management

Solution

- The client was using a highly customized Salesforce instance, but lost access to the internal resource that built it
- The custom components they were using were not built to scale and handle their specific processes
- Have data visibility and encryption requirements for their business to be HIPAA compliant and HITRUST certified

Results

- They saved money and gained expertise by using us for Ongoing Support instead of hiring someone internally
- With Health Cloud they can now take full advantage of everything the product offers and expand the business into new revenue streams
- Submitted application for HITRUST certification and will begin process in August 2020

