



BACKGROUND

My Homecare faced significant challenges after the initial implementation of Salesforce. One of the main issues was providing secure and digital access to client information for their service providers.

ONGOING SUCCESS:

Nettverk is proud to continue its partnership with My Homecare, ensuring the successful adoption, enhancement and operation of the Salesforce features and application.

Our collaborative efforts have effectively resolved critical issues and established a solid foundation for the future success of My Homecare in the healthcare sector.



RESULTS:

Enhanced Compliance:

- Resolved significant compliance challenges with secure record access and note-sharing.
- Instituted foolproof CICD processes to maintain compliance during system updates.

Cost Savings:

- Introduced a cost-effective offshore support model, reducing monthly expenses.
- Enhanced support accessibility, ensuring continued operational efficiency.

Operational Improvements:

- Delivered new features to the existing solution, overcoming previous cost constraints.
- Opened avenues for requirements enhancement previously deemed financially unviable.

Additionally, they needed a change management plan in place, which caused chaos due to the involvement of multiple vendor consultants. As a result of these issues, compliance challenges arose. Nettverk stepped in to address these concerns and resolve one of the organisation's most pressing compliance issues.

SOLUTION:

The QR Portal:

- Implemented a QR portal, ensuring secure access to client records by the service providers.
- Enabled a secure platform for post-care notes, addressing compliance concerns.

Change Management and CICD Automation:

- Established a robust Continuous Integration/Continuous Deployment (CICD) process.
- Instituted proper change management protocols before deploying any updates to production, mitigating compliance risks.

Cost-Effective Salesforce Support:

- Nettverk introduced a cost-effective offshore support model, recognising the absence of Salesforce support.
- Monthly support services are provided at a significantly lower cost, ensuring ongoing Salesforce excellence.