

enGen Salesforce











enGen at a Glance



enGen is an owned subsidiary of the Highmark Health Enterprise and serves as its primary source of technology enablement.

The Salesforce Center of Excellence anchors that success...

Proven Success

- 20+ Production Orgs
- 30+ Applications
- 130+ FTEs
- 6,300+ Licensed Users
- 41k+ Community Users
- MuleSoft Integrations
- JIRA Integrations
- Workday Integrations

Technical Diversity

- Administrators
- Business Analysts
- Consultants
- Developers
- Integration Experts
- Project Managers
- Technical Architects
- Solution Architects...

Customer Journeys

- Payer Solutions
- Sales Enablement
- Provider Engagement
- Patient Engagement
- Business Development
- HR Services
- CRM Strategy
- Legacy Modernization



















A Remarkable IT Experience





- Administrators
- Business Analysts
- Platform App Builders
- Service Cloud Consultants
- Sales Cloud Consultants
- Experience Cloud Consultant
- Tableau Consultants
- Platform Developers I & II

























- OmniStudio Developers
- Sharing & Visibility Architects
- Data Architects
- Application Architects
- Marketing Cloud Administrators
- Marketing Cloud Consultants
- Marketing Cloud Developers
- MuleSoft Specialists

Sales Cloud Service Cloud Marketing Cloud Health Cloud Mulesoft



We can help you Thryve too!



Thryve Digital is our global anchor partner in India.

- End-to end implementation
- Global capability center
- Data migration & integration
- Automated regression testing
- Analytics & Reporting
- DevOps
- Product architecture
- Platform enhancements



Professional Services en Gen Salesforce

- Architecture Design
- Enhancements & Modernization
- Consulting & Solutioning
- Business ProcessEngineering
- Project Management
- Implementation
- Quality Control & Analysis
- Service Maintenance

- Sales Configuration
- Partnership Services
- Payer-Provider
 Configuration
- Release Management
- Integrations
- Adaptive Delivery Methodology
- Professional Services
- Cost Management



How we get things done ...



Engage

with our sales team.

Let our pre-sales team evaluate the needs of your stakeholders and work with you to solve pain points.

Entrust

us with your problems.

Let our diverse team of enGeneers evaluate your pain points and offer costeffective solutions that work.

Enlist

our enGeneers.

Let us build you a technologically scalable solution to enable the future growth of your business.

Modernizing your Technology Portfolio



Scale & Enhance your Client Experience



Modularize your Payvider Capabilities



Transform your **Business Operating** Model



Sales Cloud



Service Cloud





Marketing Cloud Experience Cloud W Health Cloud





Automation

Engage, Entrust, Enlist...enGen!

How do we work?



Continuous Planning

- **Project Pipeline**
- Resource Allocation
- Ticketing Intake
- Ticketing Assignment
- **Business Requirements**
- Technical Requirements







Continuous Integration

- Code Development & Commitment
- Version Control
- Sandbox Setup/Refresh
- Data Loading
- Release Branch Creation
- Pull Request
- Code Coverage





Continuous Deployment & Releases

- Weekly Deployments
- Auto Rollbacks
- CI/CD Job Management
- **Quality Control Reviews**



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Continuous Operations

- Maintenance & **Production Support**
- Ticket Monitoring
- Metrics Dashboarding
- Release Report
- Release Retrospectives



- **Unit Testing**
- Regression Testing
- Code Coverage
- Test Class Validation



