

SEAMLESS PATIENT DATA MANAGEMENT

with Salesforce
Service Cloud



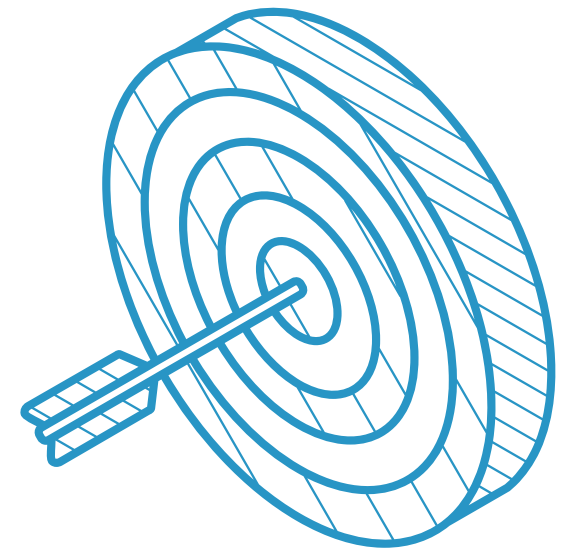
HCSG
HEALTH CARE SYSTEMS GMBH

HCSG is a German healthcare company offering solutions for precision medicine. HCSG's service involves monitoring the health of cardiac patients through an app into which patients enter health data, and a platform where doctors and nurses access this data and respond accordingly, reducing the risk of hospitalization or death.


Cloudfity

CHALLENGES HCSG WAS FACING:

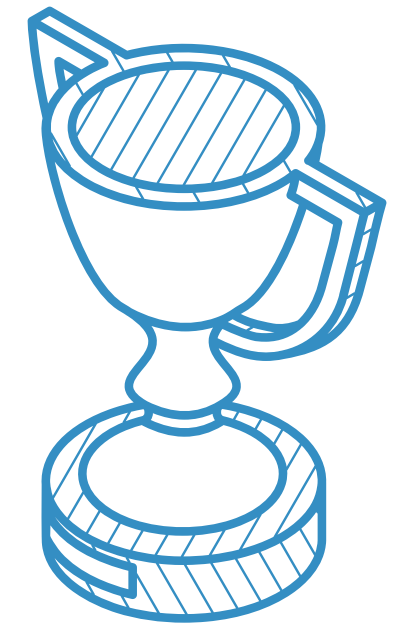
- # lack of software that would integrate with HCSG's app and allow the company to establish itself on the market and start operating;
- # a need for a platform to **collect and manage all data and provide continuous access for cardiologists** to allow them to monitor the health of patients;
- # lack of a system to manage the dispatch and maintenance of devices used by patients.



PROJECT SCOPE:

- # **thorough analysis and planning** of system architecture tailored to the needs of HCSG;
- # **implementation of Salesforce Service Cloud platform and it's integration** with:
 - an external application created by HCSG,
 - a component for data protection.
- # **implementation of Salesforce Experience Cloud.**





KEY BENEFITS FOR HCSG:

- # the implementation of a system as a basis for the functioning of HCSG - **telemonitoring platform connecting physicians, patients, logistics and tele-nurses;**
- # enabling day-to-day work, **monitoring patient health and generating reports;**
- # 360-degree view of the patient - **creating a patient database and integrating it with HCSG's application,** enabling smooth flow of information and access to all data in one place.



*As a leading provider of healthcare monitoring, HCSG has to react fast on changes in the market. Based on Salesforce and medical data infrastructure, **Clouidity was a real enabler – setting up our new telemonitoring platform** connecting physicians, patients, logistics and our tele-nurses. **Especially the profound analysis of our extraordinary business needs helped us** to meet regulatory, medical and user needs and be one of the first players in the market.*



Lorenz Lehmann

Chief Technology Officer
Health Care Systems GmbH

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