

Success Stories: Part II

# Streamlining

# Home Care

# Management

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A Secure, Automated Solution for  
Vendor Shift Updates in the Asia-  
Pacific Region



## Client Requirement

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# 1. Understanding the Needs

A home care provider in the Asia-Pacific region required a streamlined, secure solution for vendors to manage daily client updates during home visits, including health details and shift information.

The Solution

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## 2. Solution Implemented

We implemented a user-friendly and intuitive interface using the Customer Community Portal and custom Lightning Web Components (LWCs).

Vendors securely access client details by scanning a unique QR code at the client's home and authenticating via OTP (SMS/email).

A blacklisting mechanism prevents unauthorized logins by locking users after multiple failed attempts.

Features

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## 3. Key Features:

Secure Access: OTP authentication through QR code scans.

Client Data Management: Vendors can view client care plans and submit daily shift updates.

Automated Risk Detection: Automated scanning of shift notes for risk-related keywords, triggering alerts to responsible staff.

Additional Functions: Vendor location tracking, feedback collection, and more.

The Outcome

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## 4. The Outcome

The solution significantly reduced manual effort, providing efficient tracking and management of client information while offering vendors a seamless experience for daily updates.

# Let's Connect!

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Interested in learning how we can help your organization achieve similar success? **Reach out** today to explore how we can **collaborate!**

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