

Survey Healthcare Global / Apollo Intelligence Healthcare

Technologies

Service Cloud

Task Management System.

Implementation of a task manager for teams distributed worldwide.

Challenge / Problems

Inner management of project-related tasks was done in excel for a long time.

Solution

A vast amount of existing task types was analyzed and formalized, allowing the implementation of a declarative interface for setting up task type structure with such features as conditional task creation, scheduled task creation, auto team assigning; chaining tasks with a predecessor/target settings and much more.

Results

According to the customer's management team, the solution saves more than 450 hours monthly due to decreased communication efforts and errors during task execution.