



Customer Story 2

Scaling Patient Journeys for a Top 5 Pharma Company with Salesforce Health Cloud: 10 Successful Releases, 4 Brands Launched, 99% SLA Targets, 30+ Man-Hours Saved Daily

Challenge

A top 5 pharma company worldwide struggled to scale their patient journey due to disconnected, siloed systems and lack of real-time monitoring of SLAs. This also led to delays on other key projects which were put on hold.

Solution

We implemented Salesforce Health Cloud features, including fax templates and automation, which improved productivity and accelerated case intake. Wilco Docx (OCR/AI) was implemented to expedite case intake for inbound patients. Salesforce reports and dashboards provided SLA visibility and created a scalable platform for standardized case management.

Outcomes

4
brands launched

10
successful releases

99%
SLAs targets met

30+
man-hours saved daily

80+
fax templates implemented