# Transforming Case Management and Achieving Compliance for a Top 10 US Healthcare Company with Salesforce Service Cloud and Health Cloud: $3M Savings, 15% Workforce Efficiency, 4-Week Program Launch Time

## Challenge

A top 10 healthcare company in the US needed to improve case management and agent effectiveness as part of the patient enrollment process. They had to improve cumbersome fax processes integrating it with agent dashboard. They had to sunset a legacy full-stack application and migrate to packaged software to meet business needs and ensure compliance with 21 CFR Part 11 standards for REMS programs.

## Solution

We designed and built a HUB platform using Health Cloud and MuleSoft to support the end-to-end patient journey for reimbursement programs and patient assistance programs. The platform featured a multi-tenant environment, multi-product enrollment, multi-level insurance BI processes, and a sharing and security model at the program level. We utilized 70% out-of-the-box features and integrated MuleSoft APIs and external systems, including pharmacy and business rules engine integration.

## Outcomes

**$3M**
savings post-implementation

**$2M**
savings from streamlined workflows and integrations

**15%**
workforce savings,
no new agents hired

Reduced time to go live from
**3 months to 4 weeks**
for new programs