Migrating Legacy Systems for a Leading Life Sciences Provider with Salesforce Health Cloud and Experience Cloud: 60+ Programs Supported, 50+ Copay Programs, 99% SLA Targets, 10+ HCP Portals Built

Challenge

A leading provider of global commercial services to the life sciences industry faced challenges migrating programs from legacy systems to Salesforce. They lacked a scalable architecture to support various customer programs and needed to sunset a legacy full-stack application by migrating to Deloitte CLS. Several key Salesforce initiatives were put on hold due to this challenge.

Solution

We implemented Salesforce Health Cloud features to enhance productivity for the engagement center and built solutions for various customer portals, including program migrations to Deloitte CLS. This included implementing six HUB programs and over 50 copay programs. We also managed all programs in production for the Deloitte CLS platform and utilized Experience Cloud for HCP FRM and patient portals.

Outcomes

60+
programs supported

50+
copay programs implemented

99%
SLAs targets met

6+
program implementations

10+
HCP portals built