



## Customer Story 4

# Building a Scalable HUB Platform for a Leading Life Sciences Provider with Salesforce Health Cloud and MuleSoft: 8-Week Implementation, 70% Ready-to-Use Functionality, 5+ Programs, 10+ APIs Integrated

## Challenge

A leading provider of global commercial services to the life sciences industry needed a scalable platform to manage multiple customer programs in a multi-tenant environment. The current Salesforce instance had significant customization by Deloitte and high licensing costs, limiting the use of out-of-the-box features.

## 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

Implemented in  
**8 weeks**

**70%**  
ready-to-use functionality

**5+**  
programs implemented,  
with **2 live**

**10+**  
MuleSoft APIs integrated