

## Migration to Salesforce Health Cloud to take advantage of out-of-the box functionality

*DSA aimed to modernise their decade-old Salesforce CMS by migrating to Health Cloud, reducing custom code and improving self-service capabilities. Mav3rik implemented Health Cloud and Experience Cloud, streamlining case management and enhancing client/provider experiences, resulting in a more maintainable, secure, and adaptable system.*

Relevant Project Experience

# Hammond Care



## Dementia Support Australia Project

Dementia Support Australia (DSA) has been using a custom Salesforce Service Cloud-based Case Management System (CMS) for over a decade. This CMS has evolved through collaboration with multiple Salesforce partners and DSA internal teams. DSA aims to transform its CMS into Salesforce Health Cloud, prioritising out-of-the-box functionality and minimising custom code.

### Key Challenges

- DSA's current custom Salesforce Service Cloud-based CMS has become outdated, requiring modernisation.
- The system relies on various third-party tools that need assessment for future appropriateness.
- DSA seeks to enhance user experience by reducing reliance on phone support and enabling self-service capabilities through user-friendly portals.

### The Solution

- Migrate the existing CMS to Salesforce Health Cloud, prioritising out-of-the-box functionality and minimising custom code.
- Implement a Health Cloud solution that integrates with DSA's Case Management Framework (CMF) and supports future Dementia programs.
- Leverage Experience Cloud for secure external services, integrated telephony, and generative AI, along with user-friendly digitalised assessment forms and third-party tools.

### Outcome

- A more maintainable and secure platform that enhances personalised care and boosts productivity.
- Improved client and provider self-service through accessible digital platforms.
- A comprehensive and adaptable system that streamlines case management, enhances team coordination, and efficiently manages client care.