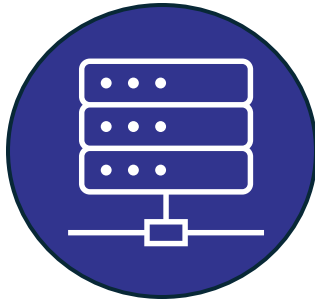




50⁺
YEARS OF EXCELLENCE



Omnific Solutions partnered with City Pharmaceutical Services to lead a seamless shift from manual, paper-based operations to a fully digital environment using Salesforce Field Service and Service Cloud. The initiative streamlined workflows, improved appointment coordination, and enabled real-time case tracking through digital communication and document management tools. A monthly training program ensured continuous user adoption and proficiency, resulting in faster case resolutions, increased operational efficiency, and better management oversight.



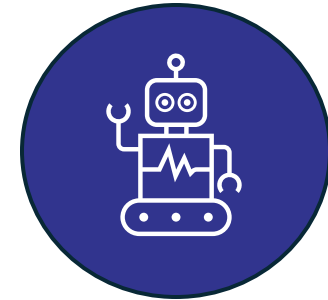
Harmonising all customer data with warranty and contract information combining Sales Cloud and Service Cloud



Custom workflows for "Check in" "Check Out" via Field Service Lightning App



Custom workflow for "Preventative Maintenance" to automate scheduling



Implemented trigger notifications via "Agent Force" for Asset management via IoT

