

Digital Case Management Transformation

Delivering – Success Through Partnership



🌐 Domain	National not-for-profit organization
🏢 Platform	Sales Cloud & Service Cloud
👤 Number of Users	1800+
📍 Region	Australia

🏢 Collaborated with the Client to transform humanitarian services program through Salesforce innovation – from paper-based processes to seamless digital workflows including services like airport pickup, short-term accommodation, health assessments, distribution of essential goods based on the ethnicity & number of family members upon arrival of refugees to the country.

📅 Task Assignment Optimization

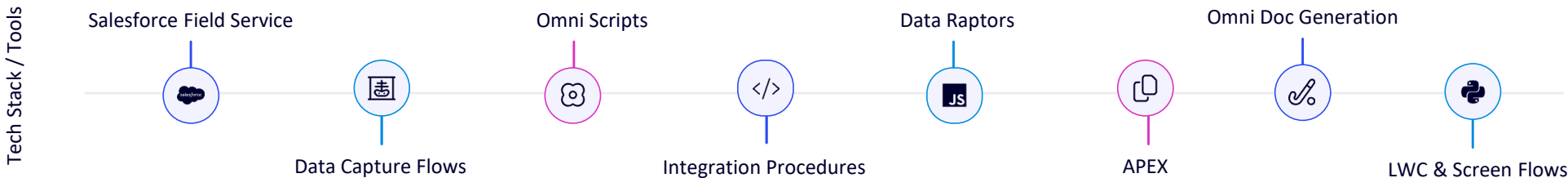
Service Appointment Bundling with controlled Access Sharing streamlined case worker allocation enhancing client task visibility.

➡️ Digital Data Capture

Tablet and mobile-enabled flows with digital signatures, secured photo captures transformed client onboarding, ensuring real-time accuracy and eliminating paper forms entirely.

🚀 Automated Compliance

Integrated Qualtrics workflows and role-based FlexCard notifications delivered proactive alerts, timely follow-ups, and reliable departmental reporting.



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PARTNER
SINCE 2014

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