

Salesforce Case study - Health and Human Service Provider

Lightning & Workflow Automation

Location:
Boston, MA

Industry:
Health services



What's The Problem?

The client needed to migrate a 9 million character code base application to lightning experience and replace paper forms with online forms that integrate with financial systems.

- The client's current Salesforce instance has 35000+ users and is highly customized with Visualforce and they wanted to move to LEX in a quick timeframe before Salesforce rolled out critical update.
- Replace the current BISCOM application that reads the paper forms submitted by field users with Salesforce lightning pages powered by complex approval processes and integrations with Oracle.

What We Did...

AVCO worked with the client to develop a collaborative engagement where a near shore team worked together with the client to deliver a solution using lightning platform and lightning connect.

- Delivery of fully mature LEX application.
- Code migration from monolithic Visualforce pages to reusable lightning components.
- Phased delivery approach so the end users do not have service disruption.
- Used suitable design patterns to reduce repetitive code and decrease the size of the code base.
- Replaced and Automated the process of submitting, routing and approving financial forms using lightning Apps.
- Integration with Oracle using ODATA 4 powered by lightning connect and WSO2.

How Did It Do?

The solution delivered fully functioning LEX enabled instance, fit for purpose, with integration to Oracle.

- The near shore team worked with the client, using a collaborative team approach, which aligned with client goals and the way their company preferred to engage with providers.
- The new Salesforce instance aligned with business processes, and the transition to lightning gave the field users renewed engagement with Salesforce.
- Automated integrations with Oracle and discontinuing legacy tools provided more user adoption and cost efficiency.

