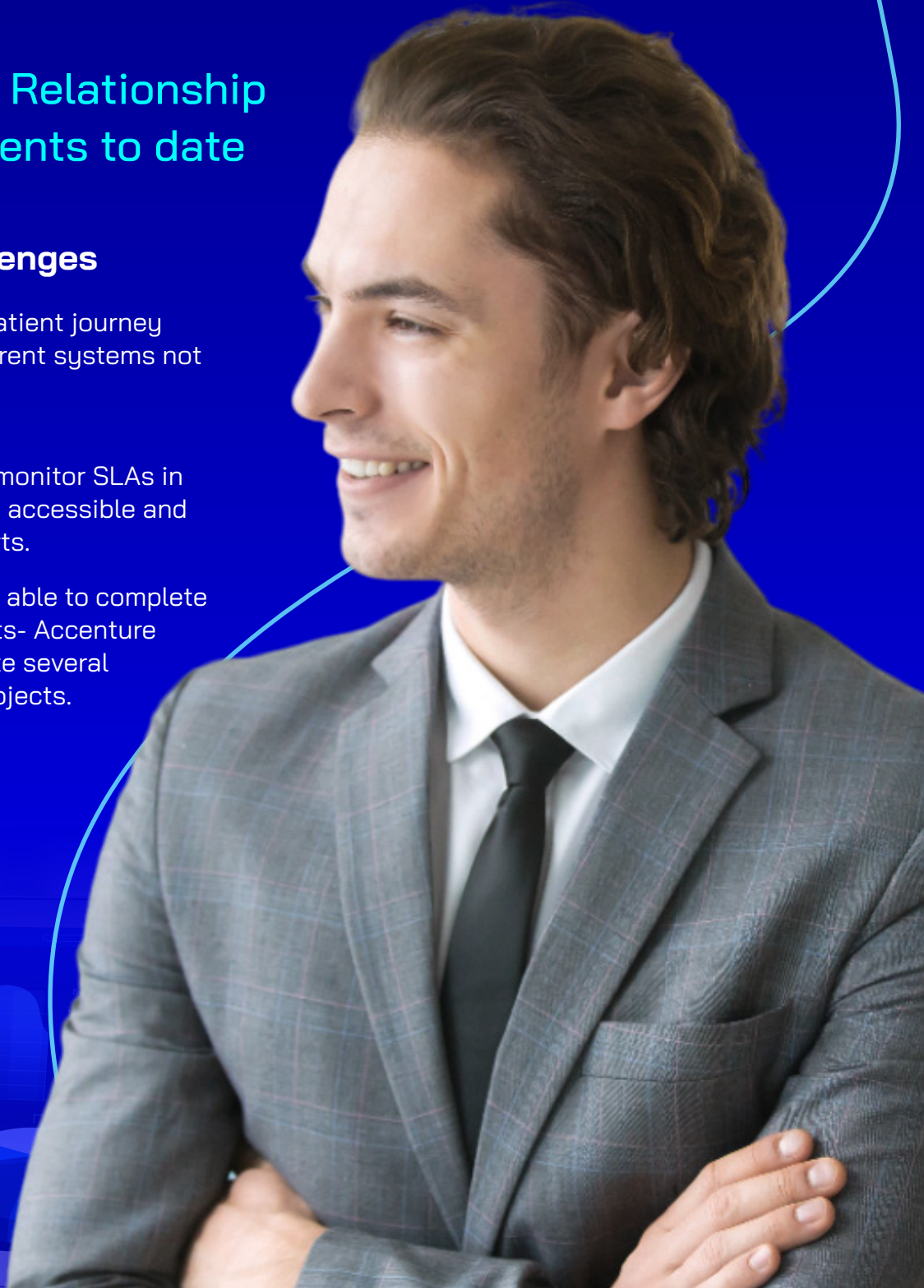


# Expedited Case Intake using Salesforce and Wilco Docx

1.5+ Years of Relationship  
5+ Engagements to date

## Business Challenges

- Unable to scale patient journey disconnected, current systems not able to meet future needs.
- Lack of ability to monitor SLAs in real-time data not accessible and available for reports.
- Other vendors not able to complete Salesforce projects- Accenture unable to complete several key Salesforce projects.



## CITIUSTECH SOLUTIONS

- Implemented Salesforce Health Cloud features/Fax templates and automation which enable efficiencies in the Engagement Center.
- **Accelerated case intake:** Wilco Docx is in the process of implementation to expedite case intake for all inbound patients.
- **SLAs visibility and accuracy:** Salesforce reports and dashboards provided fast and accurate data.
- Scalable platform implemented Salesforce with standardized case management providing ample room to scale without rework.

### VALUE DELIVERED

**80+**  
Fax Templates

**4**  
Successful Releases

**99%**  
SLAs Targets Met

**30 Hrs**  
Manual Data Entry





Shaping Healthcare Possibilities

CitiusTech is a global IT services, consulting, and business solutions enterprise 100% focused on the healthcare and life sciences industry. We enable 140+ enterprises to build a human-first ecosystem that is efficient, effective, and equitable with deep domain expertise and next-gen technology.

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