

Value-Driven Engagement

9+ Years of Relationship

25+ Engagements to date

100+ FTE

Business Challenges

- Improve case management and agent effectiveness as part of the patient enrolment process.
- Improve cumbersome fax process and integrate with agent case dashboard.
- Sunset legacy full stack application and migrate to packaged software.
- Meet 21 CFR part 11 standards for REMS programs.



CITIUSTECH SOLUTIONS

- Implemented Salesforce Service Cloud for hub services in a large call center.
- Salesforce case management platform in support of patient enrollment services:
 - Prior authorization
 - Patient assistance programs
 - Adherence
 - Copay
 - Benefits investigations
- Designed and implemented a REMS solution using Salesforce Health Cloud.
- Migrated REMS program to Health Cloud from a legacy custom full stack application.
- Met REMS standards and 21 CFR Part 11 standards.

VALUE DELIVERED

15%

Workforce savings,
no new agents hired

\$3 Mn

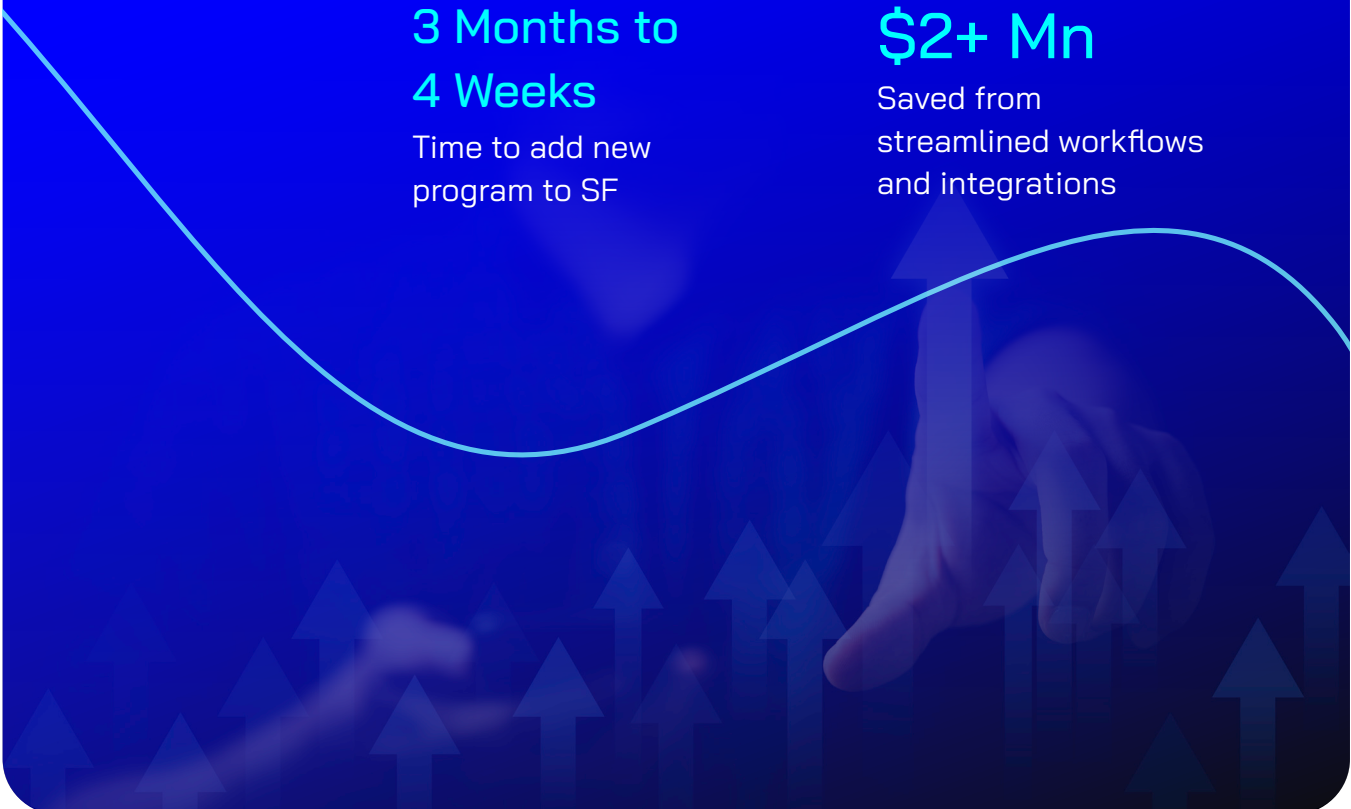
One-time cost decrease
post Salesforce live

**3 Months to
4 Weeks**

Time to add new
program to SF

\$2+ Mn

Saved from
streamlined workflows
and integrations





Shaping Healthcare Possibilities

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