



Sales Cloud



CRM Analytics



Data Cloud/AI



Agentforce



Experience Cloud



Service Cloud

- Implement Sales Cloud
- Implement Experience Cloud
- Implement Data Cloud/AI
- Implement Service Cloud
- Implement CRM Analytics

- Sales, Service & Experience Clouds
- Health Cloud
- CPQ, Revenue Cloud, Tableau

- Agentforce Data Cloud/AI
- Marketing Cloud & Customer 360
- MuleSoft & CRM Analytics

#### CUSTOMER SIZE

Enterprise, MID-CMCRL

#### INDUSTRY VERTICAL

Healthcare

#### SALESFORCE PRODUCTS

Sales Cloud  
Experience Cloud  
Service Cloud  
CRM Analytics

#### SERVICES

SF Admin Support  
Custom Development  
Strategic Advisory

#### SALESFORCE LICENSES

700

#### ENGAGEMENT LENGTH

2 Yrs +



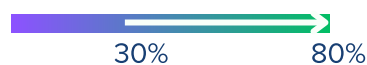
## CRC Health Group Partners with Cludalyze to Keep Salesforce at the Center of Patient Management

### Original Challenges

- Disconnected provider and patient profiles.
- Direct provider communication was challenging.
- EHR records not synced in Salesforce CRM.

### Patient 360

Data quality Increase



### Provider Communication

Communication Quality Increase



### EHR Data #

EHR Transactions Increase



- Consolidated data from multiple source systems and channels to enable patient 360.
- Multiple Custom Built Facility Management Systems
- Connecting Patient Admission Management
- Securing Patient Privacy Information
- Leveraged Sales Cloud (Activity Management).
- Leveraged Service Cloud (embedded chat) to simplify direct provider communication.
- Leveraged Experience Cloud for provider community.
- Integrated EHR data from legacy systems into Salesforce CRM.
- Leveraged Salesforce integration tool to integrate EHR records from legacy data warehouse and systems.