Case Study

Transforming UK Healthcare with Salesforce

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Backed by Us.

business@appzime.com

+91- 6393262563

www.appzime.com

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Overview

Foreward

Welcome to AppZime Technologies, where innovation meets transformation., we understand that digital transformation is more than adopting new technologies; it is about reimagining business models, optimizing processes, and fostering a culture of innovation. Our team collaborates with clients to navigate this journey across four critical areas: Process Transformation, Business Model Innovation, Domain Expansion, and Cultural Change.

"Built Around You. Backed by Us."

Diwakar Pathak
Chief Executive Officer
AppZime Technologies Pvt. Ltd.

Mission

To be a dedicated technology partner that drives growth and shapes long-term success for startups and enterprises through innovative solutions and strategic implementation.

Vision

Empowering businesses with future-ready IT solutions that turn vision into reality.

Core Offerings

- Custom web and app development
- Seamless DevOps solutions
- Strategic IT staffing

Our Services

1 Business Consulting

Developing clear, practical plans to help companies grow and reach long-term goals.

2 Web & App Development

Designing and developing scalable websites and mobile apps that deliver real user value.

3 Market Research & Analysis

Studying industry trends and competitors to guide smarter business decisions.

4 Digital Transformation

Helping businesses adopt the right tech to modernize operations and improve experience.

5 IT Staffing & Talent Support

Connecting companies with skilled tech professionals to fill key roles quickly.

Case Study: Transforming UK Healthcare with Salesforce

Project Overview

AppZime Technologies implemented a comprehensive Salesforce Health Cloud solution for a major UK healthcare provider, delivering integrated, compliant, and patient-centric care.

The project transformed disconnected healthcare services into a unified digital ecosystem, enhancing both operational efficiency and patient outcomes.

Client Facts

ABC Medical Group

Healthcare – Clinics & GP Practices

Organization Scale

500+ employees

Serving over 100,000 patients annually

Implementation Scope

Comprehensive Data Integration

Unified patient records from multiple disconnected systems

Regulatory Compliance

Built with GDPR and NHS Data Standards compliance at its core

Patient-Centric Experience

Secure portal giving patients control over their health data

Organization Scale Visualization

The Challenge: A Fragmented Patient Care Landscape

⚠ The core issue was a lack of a unified system, leading to inefficiencies and risks.

Fragmented Systems

Patient data was siloed across multiple, disconnected Electronic Medical Record (EMR) systems.

Manual Processes

Care coordination was heavily reliant on manual tasks, leading to a high administrative burden.

Lack of Insight

There were no real-time insights into patient status or care journeys.

Compliance Risk

Handling sensitive personal health data without a robust, compliant framework posed a significant risk under regulations like GDPR and NHS Data Standards.

The Strategic Objectives
A Vision for Unified Care

Clear definition of the project goals addressing identified challenges

Addressing Fragmented Patient Care Challenges

Unify Patient Data
Create a single, comprehensive source of truth for all patient information from disparate systems.

Improve Collaboration
Enhance communication and teamwork among care providers.

Streamline Engagement
Simplify and improve communication and engagement with patients.

Ensure Full Compliance
Guarantee adherence to all relevant UK medical regulations, including GDPR and NHS Data Standards.

Result: Integrated, compliant, and patient-centric healthcare delivery

The Solution: Salesforce Health Cloud Implementation

A comprehensive approach to healthcare digital transformation

Unified Patient 360 View

A central component providing a complete, real-time view of each patient's medical history, appointments, and communications.

Care Plan Management

Tools to create, manage, and track personalized patient care plans, ensuring all team members are aligned.

Patient Engagement Portal

A secure, patient-facing portal built on Experience Cloud to empower patients and improve their experience.

Automated Workflows & Real-time Alerts

Automation of administrative tasks and creation of alerts for critical patient events, reducing manual effort and improving response times.

GDPR-Compliant Architecture

The entire solution was built with compliance at its core to protect sensitive data and ensure regulatory adherence.

"Creating a connected and intelligent healthcare ecosystem"

Core Architecture

Integration & Compliance Details

Systems Integration Plan

EMR Integration: Leveraged MuleSoft to connect and synchronize data from existing, disparate EMR systems

Productivity Tools: Integrated with Outlook calendars for seamless scheduling

National Health Services: Connected with NHS Digital interfaces and NHS Mail for standardized communication and data exchange

Compliance Measures Implemented

Access Control: Strict role-based access to ensure users only see data relevant to their function

Data Security: Implemented Salesforce Shield for field-level encryption of sensitive health data

Consent Management: Deployed consent tracking mechanisms to meet GDPR requirements

Auditing: Enabled comprehensive audit logging to track all data access and modifications

"Architecture designed for seamless integration and full compliance"

Outcomes from our Salesforce Health Cloud Implementation

Scheduling Speed: 30% Faster

Reduced appointment booking time directly translates to lower operational costs and increased staff productivity.

Patient Follow-up Adherence

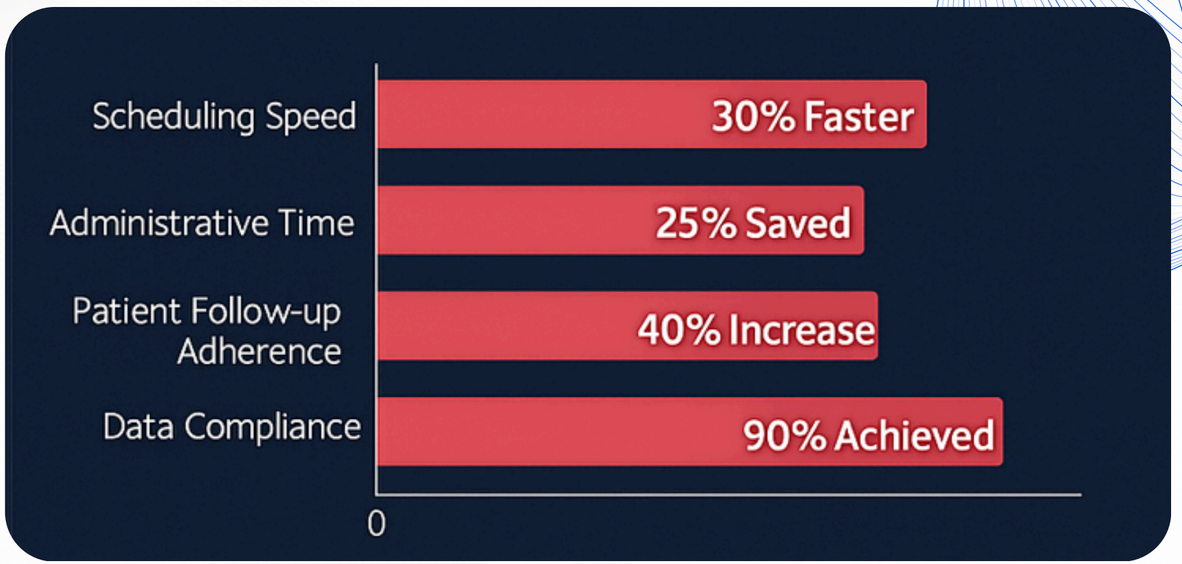
40% Increase Direct impact on patient health outcomes, ensuring critical follow-ups are consistently completed.

Administrative Time: 25% Saved

Streamlined workflows and automated processes resulted in significant time savings for staff, allowing them to focus more on patient care.

Data Compliance: 90%+ Achieved

Exceeded GDPR and NHS Data Standards compliance requirements, mitigating significant business risks.



The Results: Measurable Improvements

AppZime as a Proven Partner in Transformation

This case study is a direct reflection of our core principles in action

Industry Expertise

Successfully navigated the complexities of the healthcare sector, including stringent UK compliance standards (GDPR, NHS).

Agile & Client-First

The solution was tailored to the client's unique challenges, demonstrating a collaborative and results- oriented approach.

Technical Excellence

Proficiently used an advanced technology stack (Salesforce, MuleSoft, Salesforce Shield) to deliver a robust, secure, and scalable solution.

Long-Term Partnership

By providing a solution that saves time, reduces risk, an improves patient outcomes, AppZime has positioned the client for long-term success.

"AppZime Technologies embodies the role of a strategic growth partner, transforming busine

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Partner with AppZime Today

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