

CASE STUDY

Medical Intelligence Company Brings Greater Efficiency and Scalability to the Salesforce Platform



Challenges

The key challenge a medical intelligence company faced was finding an implementation partner who could help them get the most out of the Salesforce CRM suite - an essential part of their business, from sales and order management to customer service.

They had experienced challenges with a prior partner in terms of their ability to tailor the software to meet their needs, and implement best practices for coding, design, and scalability.

The limited scalability of the software was impacting the delivery of services to customers, business revenue, and the company's reputation in the market.

In addition, there was little existing automation, requiring time-consuming manual deployment across different environments. As a result, their IT team often struggled to meet business requirements.

Solutions

Salesforce Expertise

In partnering with QASource, the medical intelligence company's team has access to Salesforce domain experts - experienced engineers who knew the software architecture thoroughly. They collaborated closely to help customize our client's instance to precisely fit their business requirements.

Agile Methodology

Switching to Agile development requires a significant cultural shift, and QASource helped coach the team throughout the transition. They also helped define and evangelize best practices and industry standards around coding, design and scalability.

About Our Client

A leading genomic intelligence company delivers valuable data to medical offices and physicians, helping improve decision-making and outcomes for cancer treatment. They leverage Salesforce CRM to connect to a global customer base and unite Customer Service, Sales, and Legal teams.

Industry
**Healthcare and
Medical Technology**

Specialties

Agile Methodology, Automation

Technical Landscape

Salesforce.com, Salesforce Lightning, Salesforce Shield

Tools

Java, GitHub, Ranorex,
Code Collaborator



Automation

QASource built a custom utility in Java to help achieve complete build automation. They also introduced automated unit tests to help minimize issues with manual, highly repetitive functional tests.

Results

- End-to-end Agile process, resulting in faster turnaround for business issues and higher quality code
- Customized, scalable Salesforce platform capable of handling heavier usage loads, with business requirements delivered at a faster rate
- Increased automation, with significantly less manual testing required
- Back-to-back successful releases, with higher user satisfaction and positive business results

