

# Case Study



Embibe is an Edu-Tech client who wanted to automate their entire sales process across multiple business lines. Go-Live in flat 8 weeks for 100+ Users.

## Problem Statement

- 01 PatientsLikeMe is the world's largest patient-centric digital health platform and the fastest-growing community with 8,30,000plus people sharing more than 2,900 personal stories,info related to health, treatments, symptoms, & peer-reviewed medical & scientific journals
- 02 Need to connect their digital presence to their real-world sales, employee & company performance processes. In addition they were looking for one stop snapshot for sales and performance figures information in form of reports and dashboards



# Solution

- › Implementation helped Embibe merge sales, customer onboarding and support process
- › 40+ Processes , 76 Reports and 7 dashboards, Reporting Structure for 60+ users & 6 Integrations with external systems/interfaces
- › Now the business can create lead & opportunities, share quote, create customers and do onboarding process
- › Now business can see Leads from external system, JIRA issues and auto calculated the company KPI's

# Business Benefits

- › Improved Lead Management Process
- › Customer onboarding and Support process is now simpler to achieve than ever
- › Customer support team can see the customer issues & chat raised in JIRA or Haptik in Salesforce itself
- › Executive can see performance of the company and employees now in one click Dashboard



20+

Clients

4.7



AppExchange

79+

Active Projects