

^ o • (} Ā D v P ^ Ā À] • Ā μ } % Ā
} • š • Ć î î 9 (} Ā o] v P Z o š Z Ā % Ā } Ā

Company

Managed Healthcare &
Insurance company

Country

USA

Industry

Healthcare Provider

/u%o o u v š š] } v W



d u] v P Á] š Z š Z



dZ o] v š } (Ā • Z o š Z Ā % Ā } μ š • v] v • μ
• Ā À] • (} Ā o o P • v o] (• š Ć o • X d Z] •] v o μ
] v] Ā] μ o • U u % o o } Ć Ā • U v u] Ā ~ D]]
v (]] Ā] • X d Z] Ā ^ o • (} Ā] • u v P Ā } • •
μ •] v • • P Ā } μ % • U Ć š u Ā Ā Ć] v P] v •] Ā š Á
ñ ì] v % v v š o Ć V % v] v P } v š Z] u % o o u v š š
} u % o Ā] š Ć X d Z] • Ā] v P • (} Ā š Z Ā Ā] } μ • Z o o
^ o • (} Ā] u % o o u v š š] } v U • μ Z • W

v D v P] v P v Á Ā o • μ % š •
v , v o] v P μ •] v • • % Ā } • • v Z v u v š •

Ā š v D v P] v P μ • š] u Z v P Ā < μ • š • v v Á (š μ
] u % š

Z o o v P •

t] š Z • % Ā o] v P P o } o μ •] v • • % Ā • v U š Z
u] v š] v • • o o] v P • Ć • š u • •] P v (} Ā Z } (š Z
Ā] • š] v P } % Ā Ā u Ā l š • P u v š • X d Z • Ć • š u
• % Ā } • • • u μ o š] (Ā] } μ • v (] v r P Ā] v] v (} Ā u
μ v Ā P } (Ā < μ v š v Z v u v š • Á] š Z š Z Ā] o] o
v Á š v] v (} Ā u š] } v • } μ Ā •] v š Z Z v v o X
u l •] š Ā μ] o (} Ā š Z } u % v Ć š } Ā μ š Z
} u % o Ā] š Ć } (] v (} Ā u š] } v v • μ • < μ v š o Ć Ā %
Z v v o } % Ā Ā š] } v • v • š Ć Z } (š Z } u % š]
v u Ā P] v P % o Ć Ā • X
, } Á Ā Ā U Á Z] o } % š] u] Ā] v P š Z • o • } % Ā Ā š] } v
š Z o] v š (• Ā Ā o Z o o v P • U • μ Z • W

v • v } (v] v r Z } μ • š u } (v] u o U Ā % Ā]
š Z v } o } P] • š •

v / v < μ š o] Ā Ā Ć v u] v š v v } (š Z • o o
• Ć • š u

v > l } (} o o } Ā Ā š] } v Á] š Z • v] } Ā μ •] v • • v

v ,] P Z } • š } (• o • } % Ā Ā š] } v •

Managing the projects, freed up bandwidth for the client and helped them focus on critical in-house operations, and improved reliability and stability.

With the “shorter go-to-market” approach, CRMIT, worked with multi-skilled specialists and took a more hands-on, horses-for-courses approach to serving our clients. Since the beginning of the partnership more than ten years ago, this philosophy has worked perfectly for our client. It has helped them achieve service excellence through continued Salesforce-managed support and project solutions. Our services scope also included

- Salesforce sales services
- System integrations
- Managed support service for system incident and support management
- Managed projects service for the annual program of work

Key Success



Reduced Operating Costs by 22%

Within the first year, reduced overall operating costs



Reduced Staff Costs by 14%

Improved and optimized workforce planning with a reduction of up to 100+ talent acquisitions.



Greater Visibility

Cloud-based technology allowed stakeholders to make better business decisions.