Reinforced by Salesforce Shield, a premium set of security services that provide protection and visibility into sensitive data, we empower healthcare organizations with transformative, cloud-based solutions tailored to meet their distinct challenges.

We employ Salesforce Shield and a unique user-centered approach to evolve and improve the operations of healthcare businesses. Salesforce Shield is a premium set of security services that provide additional levels of control and protection for sensitive data. Customers can see who has viewed or altered records, get remote access to logs for archiving and review, and encrypt sensitive data at rest - all using powerful point-and-click tools.

**Whether you are already a Salesforce customer or currently evaluating Salesforce, learn how it can be enhanced with Shield, Salesforce’s premium data security offering, and other products and services that can empower and accelerate your success while meeting your compliance requirements.**

**CLIENT STORY: HEALTH AND TRAVEL INSURANCE SERVICES PROVIDER**

Lots of data on lots of separate, outdated, home-grown systems—it’s a complicated yet common way for healthcare companies to operate. This health insurance provider was eager to modernize and standardize their systems to reduce their time to market and experience the advantages and built-in capabilities of the Salesforce platform.

But what about their Protected Health Information (PHI)? We provided the company a HIPAA risk assessment and workshop, which explored their existing systems and components of Salesforce. With new insights into how best to manage PHI/HIPAA risk on Salesforce.com, the company decided they could confidently store PHI on the platform.

This organization chose to sunset their legacy Case Management System and a number of ad hoc reporting tools and replace them with much nimbler successors on Salesforce. With our help, the company is integrating PHI as needed between Salesforce and their remaining legacy applications using Salesforce APIs and Jitterbit’s Harmony cloud integration middleware.

As a result, this insurer now has a 360 degree view of member touchpoints and can easily send emails, log standard case activities and report out on case metrics on a level that was impossible with past systems. Manual work
is out, and the convenience of automation is in. Moving to the Salesforce platform and taking advantage of Salesforce’s Shield offering allows this organization to efficiently and effectively manage and audit their members’ PHI.

CLIENT STORY: RETAIL PHARMACY CALL CENTER

A large retailer’s pharmacy business was growing—to keep up with demand, the company’s call center’s operations desperately needed an update. As it stood, the call center housed its data in spreadsheets that were shared, edited, and duplicated by multiple employees. Complex logic used in the spreadsheets caused them to crash frequently. This inefficient management of data also created a tremendous HIPAA risk due to the lack of access controls and logging of the protected health information (PHI).

This retail pharmacy worked with us to implement Salesforce Service Cloud, a scalable, modern replacement for their outdated system. To make sure they got the most out of their new Salesforce system, the pharmacy complemented Service Cloud with Shield, which improves data security and mitigates HIPAA risks, and Data.com, which eliminates duplicate patient records.

Thanks to the integrated capabilities of these robust solutions, the pharmacy can not only abandon their cumbersome spreadsheets, but also track all their calls with patients, log outcomes, better allocate and route cases to staff, reduce effort in on-boarding new staff and eliminate the need for time-consuming shift transitions. PHI is accessible yet more secure, and the call center can serve their growing customer base faster and more efficiently than ever before.

A DIGITAL ORGANIZATION NEEDS THE RIGHT DIGITAL PARTNER

As an experienced Salesforce integration partner, CGI brings global expertise locally to clients in implementing and optimizing the platform. Clients benefit from our fresh perspectives on business challenges and user needs. The outcome is innovative solutions that meet business goals and scale for the future.