Introduction

In 2015, we were approached by a top-20 pharmaceutical client to create a multi-channel customer service portal for their patient support programs.

The Challenge

The client was working with a multi-channel and multi-vendor patient support program. The client's call center needed to be able quickly access key patient information from a variety of vendors in order to deliver effective support. The client needed to provide patients with a user-friendly portal to manage their user account.

Our Solution

We worked with the client to develop number of APIs and web services to connect their multi-channel ecosystem.

Our key contribution was creating a HIPAA-compliant data hub for all patient-related information.

In turn, this allowed us to:

• Develop an application that allowed the call center to look up consolidated patient details, manage enrollment, track redemptions and fulfillment, manage patient benefits, track spending history
• Build and deploy a website for patient program self-enrollment
• Develop web services for IVR vendors to automate patient programs renewal, and card replacement.

Results

The data hub and services we created led to an easier and more efficient experience for both the patients and customer support representatives.

About Us:

XSUNT is a technology & services company that builds platforms for integrating all of your data into one stream; making sense of it with custom dashboards & visualizations; and distributing it to the right people, in the right way.

Interested in learning more? Reach out to us for a free consultation:
info@xsunt.com