

# XSUNT<sup>®</sup>

Data Integration and Visual Analytics

## Case Study: Building a Patient Support Portal

### 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:

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