



## Complaints Management Implementation

Industry : Healthcare Industry

### Implementation Summary:

One of the leading diabetic care center, in the healthcare industry, has been looking for an authentic Complaint Management System for accomplishing an improved transparency and better customer communication. CEPTES performed the entire implementation through the team of Salesforce experts.

This process of implementation involved integration for case objects, different custom objects and also implementing the Complaints AppExchange products and configuration. The entire project was delivered in an agile methodology to deliver the project in a phased model.

### The Requirement:

The objective of this project was to substitute the existing Complaint Management System with 123Compliance (123C), a software based on Salesforce.com platform. This project charter is specific to the clientele implementation of 123Compliance solutions.

Some of the expected benefits of this new system includes:

1. Greater customer satisfaction through improved transparency and communication.
2. Improved data management / validated reporting to support quality decision making and audits.
3. Better user supportability, along with complete support for both system, and integration.
4. Improved system performance for future growth by leveraging, enhanced speed and reliability of a cloud-based solution.



## The Business Challenge:

The current complaint management system, Innovative Quality (IQ), is no longer supportable by the vendor. It was immensely required to adopt to a new system. This was primarily done to maintain continuity of complaint management, medical event reporting, and the related processes. The transition was as well required in order to avoid excessive business and financial risk associated with the use of an unsupported system. New system should contain all the legacy data and, as well support the following functionalities,

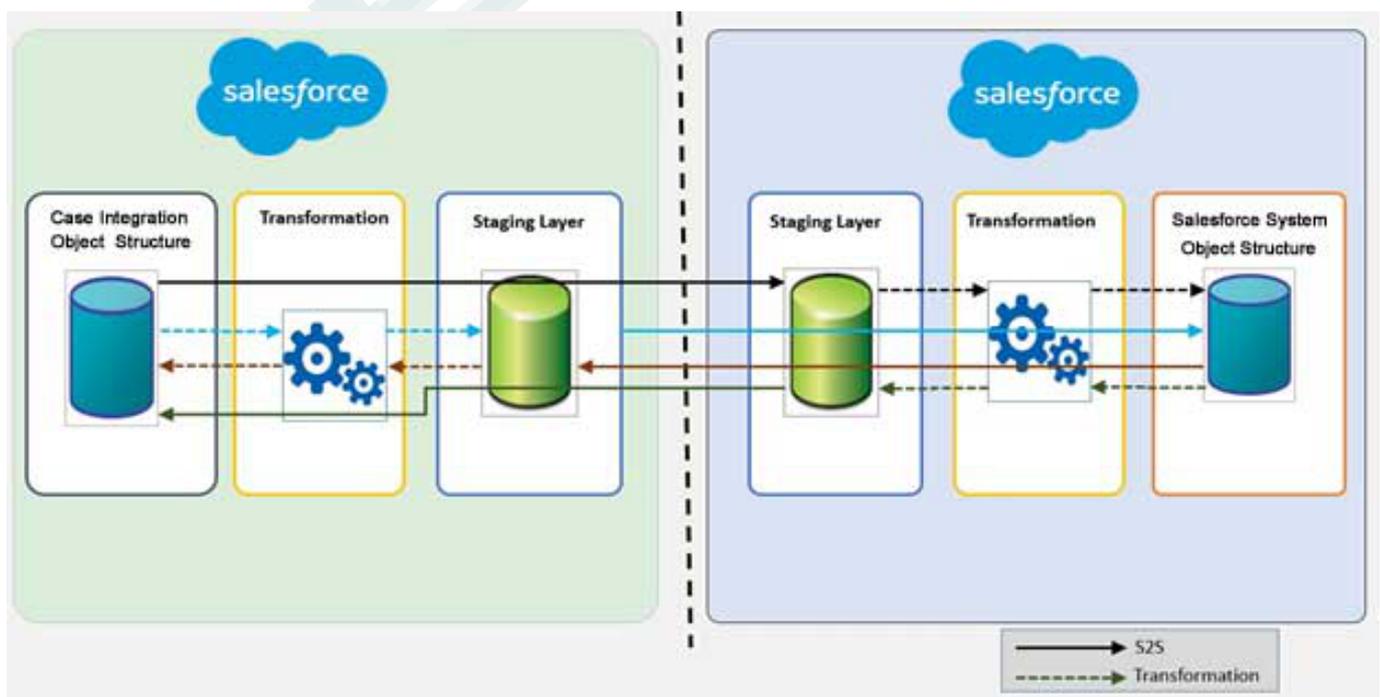
- *Case integration*
- *Complaint handling process*
- *Running and re-running decision trees*
- *Regulatory submissions*
- *E-signature on field changes*

## Solution:

CEPTES has built a new cloud system on Salesforce platform that fulfils the customer requirement as mentioned below. The suite of applications is under the 123C banner.

### The Case Integration:

There exist another Salesforce application which has all the contact information and one stop portal for case creation. Since cases are not directly created in the Complaint Management System, from Salesforce to Salesforce integration, all the cases were transferred to Complaint Management System.





## **The Complaint Handling Process:**

Complaints are created from the case, once a complaint is generated user should be able to determine whether the complaint is a reportable or non-reportable complaint with the help of the decision trees. Once it is determined as reportable, the complaint should be submitted to the respective regulatory.

## **The Running and Re-Running Decision Trees:**

One of the requirement was to run a Decision Tree on one or more complaints at the same time, whereas the 123Compliance application doesn't support running decision trees on multiple complaints. CEPTES have come up with a customized solution with the help of Visualforce pages, where the customer is provided with a new interface where they can select multiple complaints on which same decision tree must be run and re-run.

## **The Regulatory Submissions:**

123Compliance application provides the data model for all the regulatory submission but there is no automation available for creation of regulatory records. CEPTES have provided a new interface, based on customer selection system, which creates the required regulatory child records. Also, autopopulates all the necessary information from various parent records at the time of creation.

In the existing complaint management system, eMDR's are submitted to FDA using TIBCO as a middleware. Customer have requested to attend to similar functionality where eMDR's should be sent to FDA via TIBCO, as a result the Complaint Management System has been integrated with TIBCO.

## **The E-Signature on Data Change:**

123Compliance application allows the user to perform the e-signature only while performing the business workflow actions. To overrule this, CEPTES has come up with a solution, where all the sensitive field which require e-signature have been added as a separate section. This has been done to perform the data changes, even while the customer is performing an e-signature..

## **Advantages:**

- *Better user, system, and integration supportability.*
- *Ability to perform e-signatures on all critical data changes.*
- *No impact to third party integrations, new system also integrated with TIBCO.*
- *Less manual effort*



## About CEPTES

CEPTES established as an IT service provider, recognized globally as Technological Experts. With offices in US and New Zealand spanning for few years, the customer retention rate stands at a whopping rate of 99% for customers from various parts of the globe. Most of our clients enjoy long standing relation with us engaging for subsequent and multiple projects.

We help businesses grow with Salesforce.com products and technology. Starting our journey in the year 2010, we provide top-notch quality services, as a Salesforce partner with a particular focus on Lightning-ready AppExchange development, building enterprise solutions, and third-party integration.



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