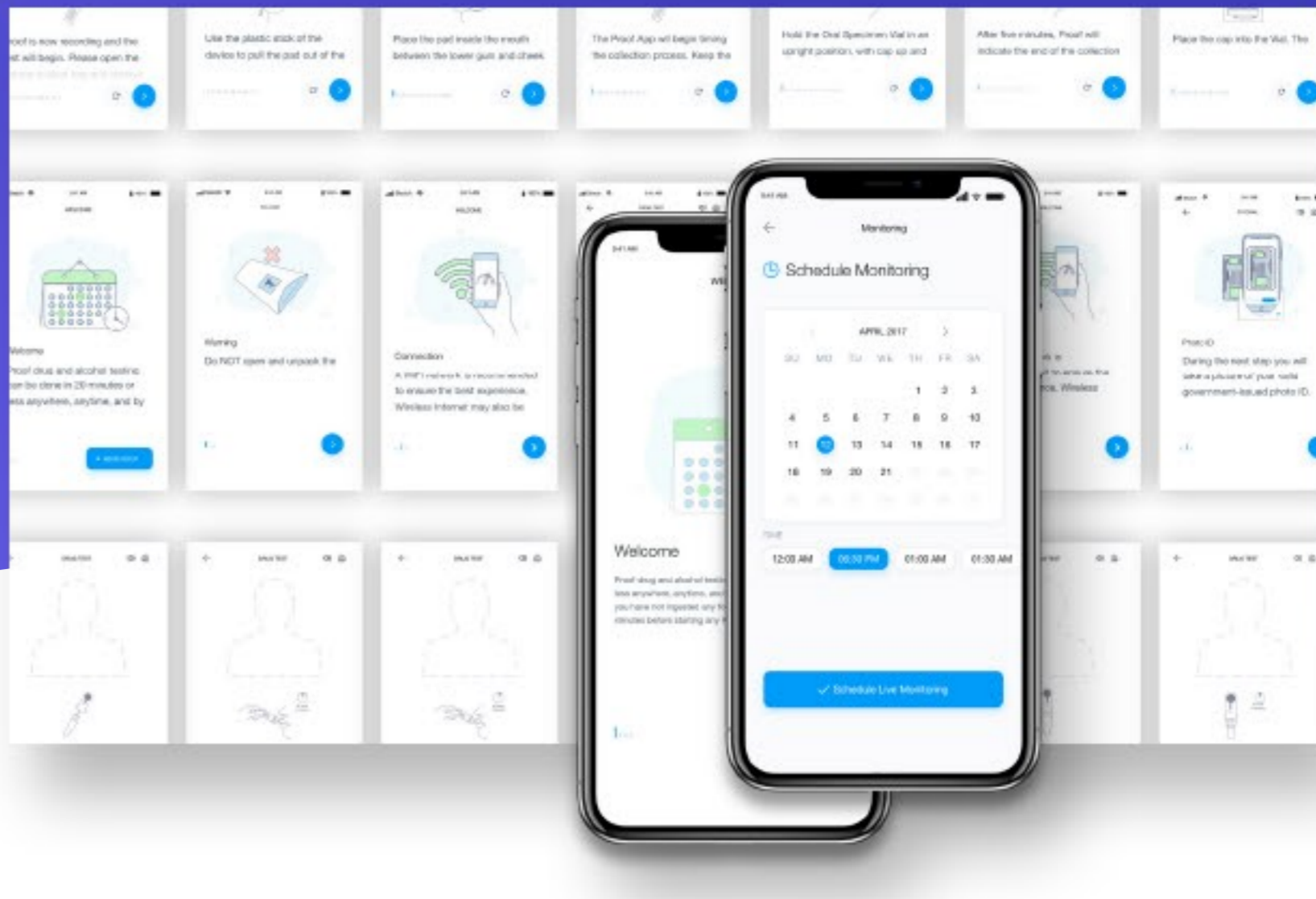


## HOW EMZOID STREAMLINED LOGISTICS FOR DRUG COMPLIANCE

# BACKGROUND

RecoveryTrek is the agency that offers one of the worlds most intelligent and complete drug acquiescence systems, including sample collection, lab analysis, and personalized, real-time electronic reports, with a nationwide network of collection sites.



## INTERVENTION OF EMZOID

Emzoid introduced one of its finest works by launching the smartest and complete medication acquiescence framework, including test assortment, lab investigation, and customized, ongoing electronic reports, with a cross country organization of assortment locales.

RecoveryTrek's solutions required multi-disciplinary information across an assortment of innovation so Emzoid played their part by RecoveryTrek's Sales force development and customization to help the RecoveryTrek group soothe-out coordinations, including Sales Cloud-Recovery Trek data amalgamation, and ongoing third party calling and booking. The outcome is a thrilling partnership as RecoveryTrek develops to turn into the standard answer for drug consistency testing and examination.

Emzoid offered the provision of sales force data (SOQL), development and third party integrations (AppExchange) into sales cloud.

## THE PROBLEM

The RecoveryTrek group utilized Sales Force as headquarters; yet the information was not being taken care of into Salesforce without a manual cycle prompting human blunders. In addition, calling and booking were altogether disengaged. RecoveryTrek's group dealt with many issues. They were gathering information from emails, Web, telephone, social & mobile apps due to which they were going through hours to stabilize this information into Salesforce.

**UNCONNECTED INFORMATION**

Overview and client information gathered from the RecoveryTrek Website and mobile applications were being put away in a restrictive RecoveryTrek data set. This data set was separated from RecoveryTrek's customer relationship management (CRM) framework.

**OUTDATED PHONE SYSTEMS AND BOOKING**

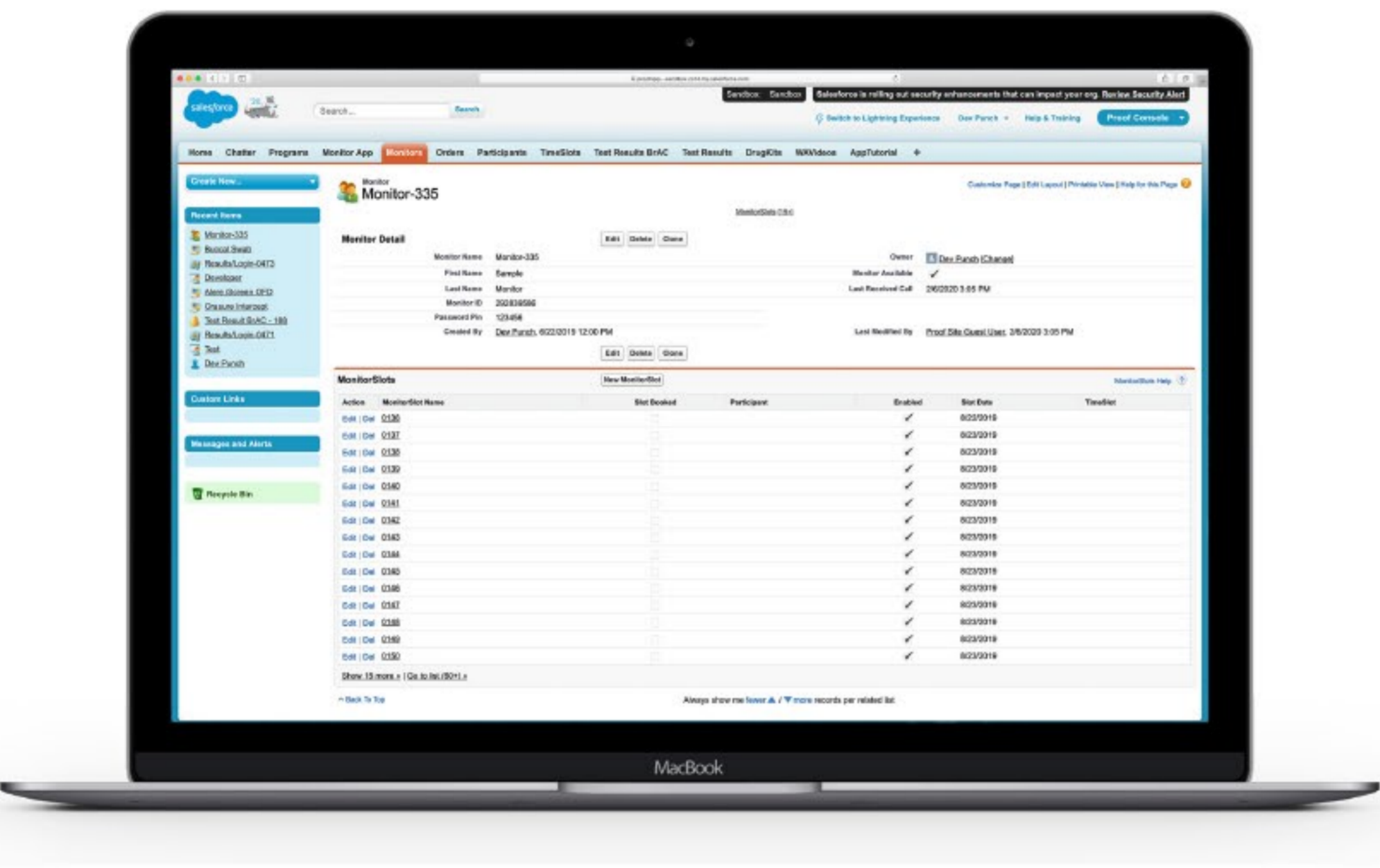
Deals and backing calls were being replied from customary telephone lines; at that point call information was summed up into Sales force. Reserving for drug tests was finished utilizing a different calendaring framework. This information was additionally not advancing into RecoveryTrek's CRM.

**HUMAN MISTAKE**

The interpretation cycle between these different frameworks prompted non-standardized data formats and interpretation mistakes. In total the information dependability endured prompting unanticipated cost of doing business and results.

## HOW EMZOID FIXED THE ISSUES

We worked with RecoveryTrek to sort out these issues by implementing a large scale data analysis with third party integration in five steps:

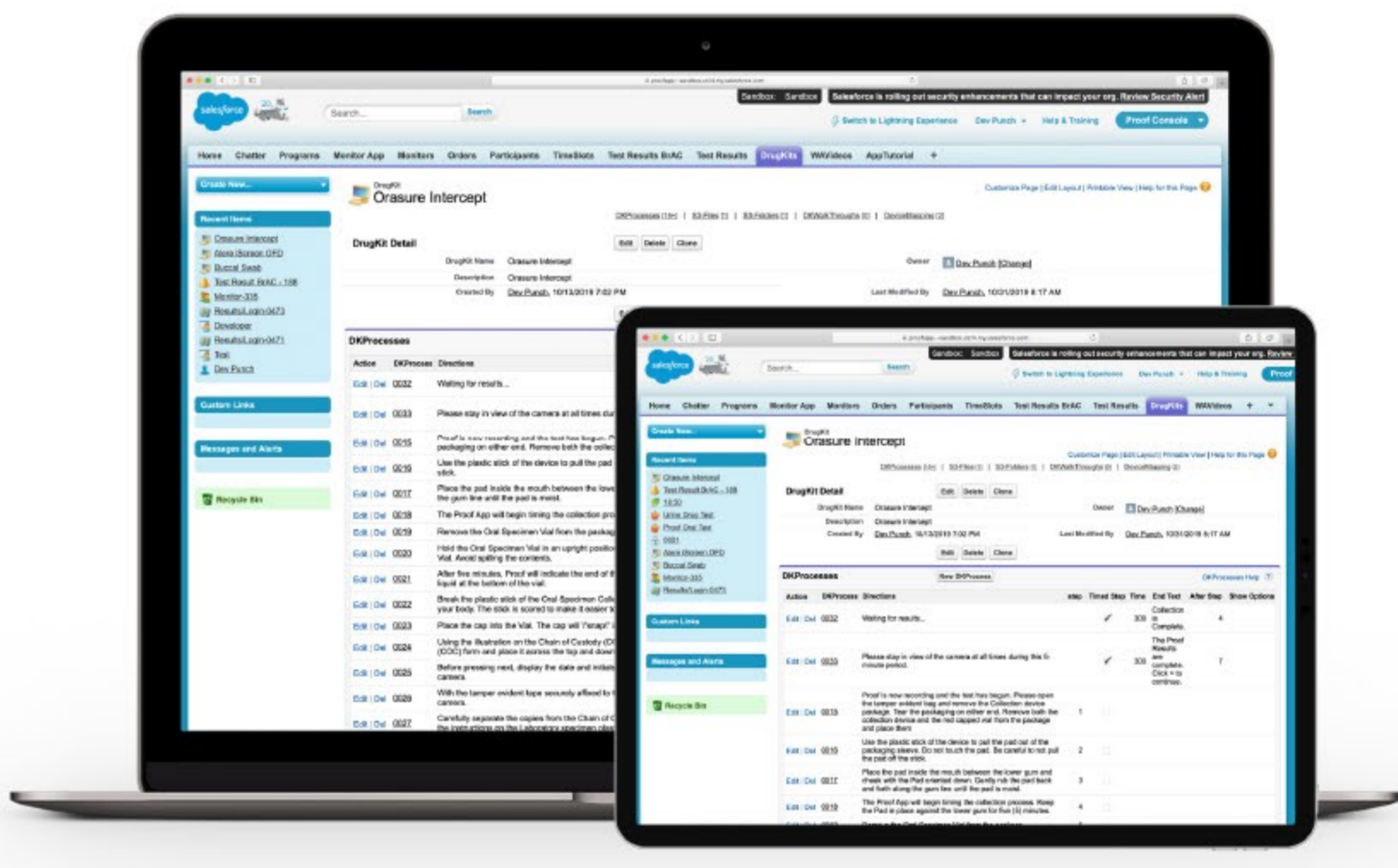


### STANDARDIZE

Setup was normalized for the integrated future where data would exist in multiple domains therefore Emzoid took the existing data set and standardized the structure and values to the platform.

### SCHEDULE

We formalized the same data structures within Salesforce using the Salesforce Object Query Language (SOQL) and Salesforce Object Search Language (SOSL).

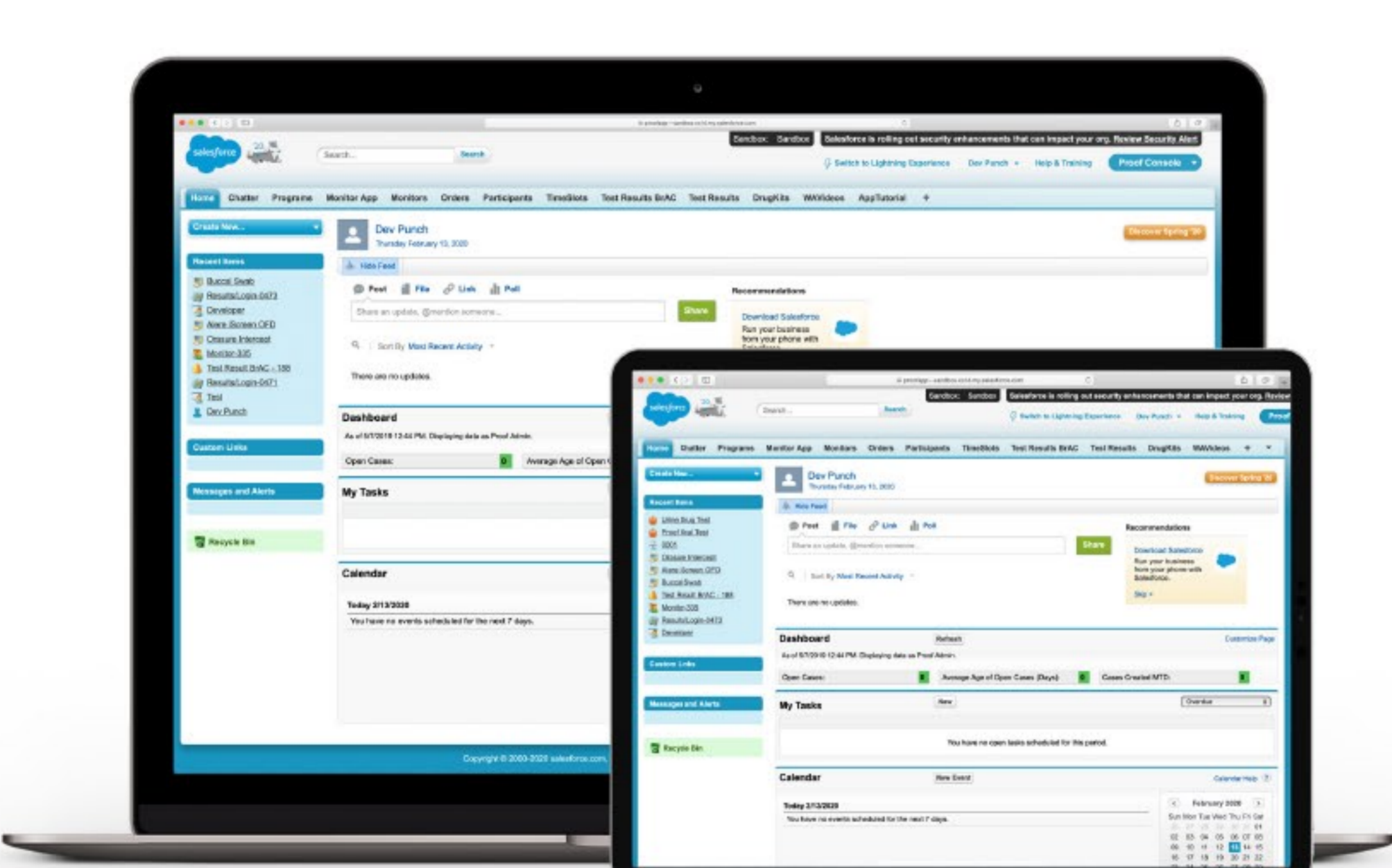
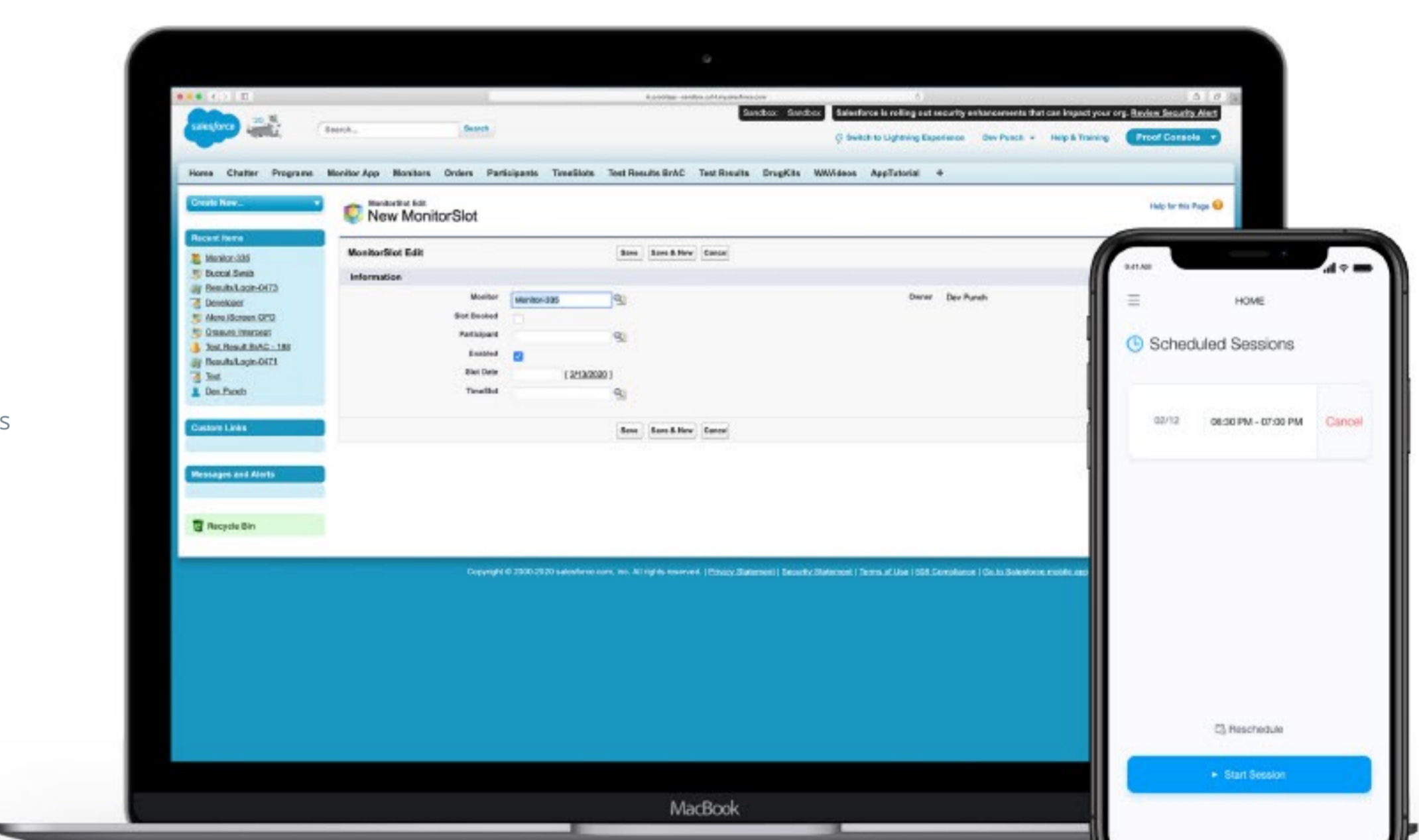


### TRANSMIT/DISPATCH

Once the structure was framed, we performed a data upload across the datasets and ran the tests to ensure its reliability.

### ROUTE

The entire traffic of web, chats, social, mobile and email was routed while maintaining the backups. Calls and calendar bookings were also routed directly into Salesforce.



### MONITORING

The setup was automated in a way so that it does not need any human assistance in future for backups and notification systems.

## PROJECT EXECUTION

Data Information structures were standardized to be HIPPA consistent across areas. Salesforce was at first set up as a database bank so that information from the Web and App (which Emzoid built) would be cross populated to Salesforce, and the other way around.

Information incorporates singular observing, secret key pins & passwords, client data, observing ID, and information about the observing status. It was made certain that data was mirrored to all domains, including SalesCloud, Web and Mobile information. Each Drug Kit that was sent goes about as a data point in SalesCloud, just as each regulated test. Emzoid built a mobile app that used SalesCloud as a basic data store. The front-end empowered lead transformation, test organization, and checking.

New openings were taken on Sales Cloud where a mobile app, enables scheduling and live calling functionality during the test. Meetings were automated with accessibility openings taken care of from SalesCloud. When planned, those equivalent meetings would show up from the application back into SalesCloud. Observing meetings were essential for the CRM's common data set state so each meeting/call is recorded and stored in SalesCloud. DrugKits were related to calendaring, observing, and calling & each checking meeting has a related DrugKit, and RecoveryTrek's group could physically add DrugKits in SalesCloud. DrugKits in SalesCloud consequently populate into the end-client versatile application and have them naturally populated to the end-user versatile application.

## IMPACT OF THE PROJECT

Emzoid produced an elite business logistics and Sales Cloud integration that included data standardization, structuring, engineering and encryption, third party integrations from live calling and calendaring along with real time monitoring.

About 20,000 numbers of large administered yearly through RecoveryTrek's nationwide network of collection sites and sampling volume was catered by Emzoid test and streamline integrations to work across large geographic footprints. As the number of tests grew, translation error between systems exponentially increased that were then resolved through Emzoid's interventions.

## SALES FORCE STATISTICS

NUMBER OF RECORDS IMPORTED (ITEMS)	76,000
DURATION OF THE PROJECT	1 YEAR
TECH STACK	SALESFORCE, WEB, MOBILE
TEAMS INVOLVED	EMZOID TECHNICAL TEAM (LAHORE, CANADA, AUSTRALIA)