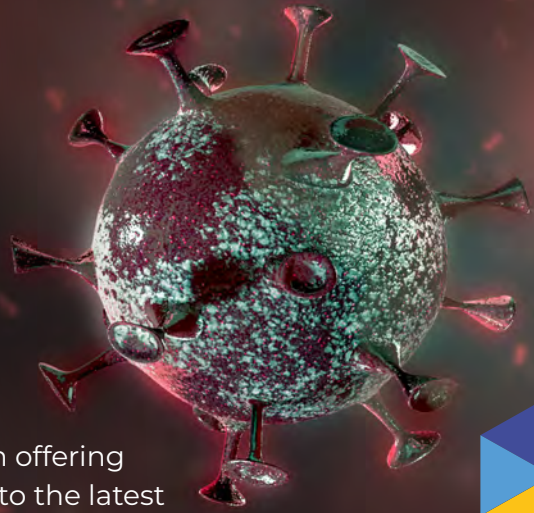


Leveraging



in response to COVID-19 crisis

Some three weeks ago, on March 11th, Salesforce.com began offering Salesforce hCare for Healthcare, which provides free access to the latest Salesforce.com technology for emergency call centers and care management teams in response to the Coronavirus outbreak.



Speridian Salesforce CoE

The Speridian Salesforce.com CoE took advantage of this offering and quickly configured and internally deployed a solution that leverages a knowledge base (KB) framework that was recently set up for the State of NY, along with the latest features that Salesforce.com has to offer, including

Salesforce Health Cloud

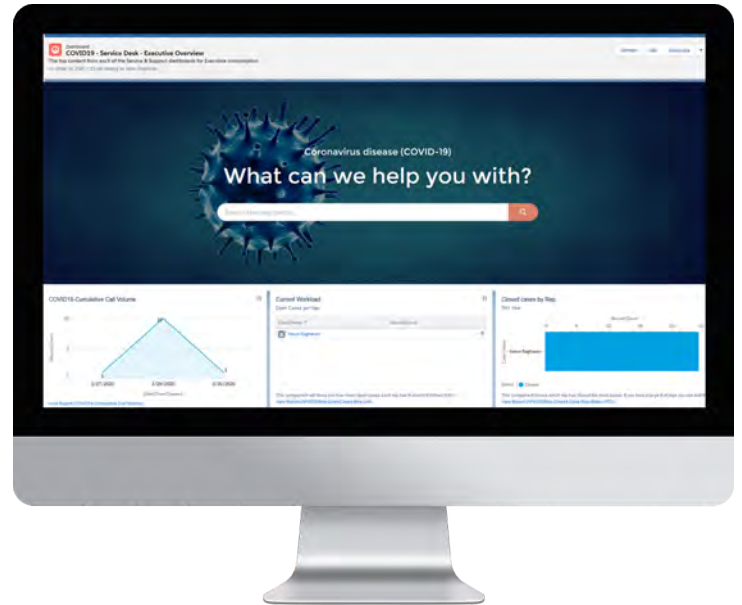
used to configure a full-service call center enabling agents to handle omni-channel interactions via phone, email, chat, and SMS text

Salesforce Shield

provides audit trails and monitoring to ensure individual privacy and security in accordance with HIPAA standards

Salesforce Community Cloud

used to configure a public-facing FAQ and COVID-19 KB with updates provided in near real-time.



Speridian Vincinta

The Speridian team has integrated the most authoritative COVID-19 sources of information available - from Johns Hopkins University, the World Health Organization (WHO), and the Center for Disease Control (CDC) and we have made this information accessible and available using the latest Salesforce.com technology. Released on April 1st, we are now offering our solution, along with whatever professional services and support required to enable to operationalize for your employees, your customers, or your constituents.

Please contact us at COVID-Help@Speridian.com

