

Enhancing Efficiency with Managed Capacity Services for Health Payor

A health payor who specializes in non-medical behavioral healthcare partnered with The Judge Group to stabilize and enhance its newly implemented Salesforce application. Judge provided Managed Capacity services that enabled the organization to meet federal security requirements, streamline workflows, and accelerate the onboarding processes for their clients, ultimately improving efficiency and capacity, and achieving significant improvements in Salesforce adoption.

THE CHALLENGE

Addressing Expertise and Capacity Gaps

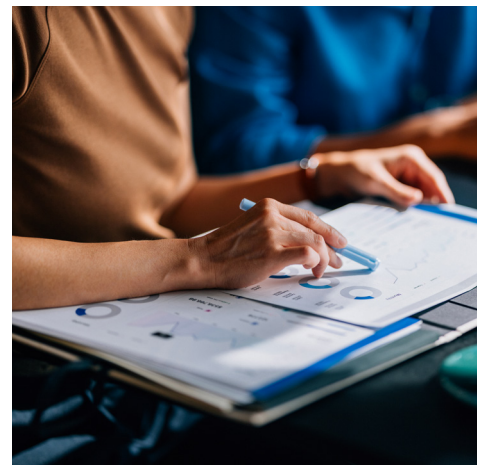
The organization had recently implemented Salesforce but lacked the in-house expertise to stabilize and enhance the application. With Salesforce being new to its environment, the organization faced challenges in efficiency, capacity, and skill. The organization sought a partner who could not only address these issues but also provide a team that could be hired at the end of the engagement.

THE SOLUTION

Implementing a Comprehensive Managed Capacity Model

The organization selected Judge for its competitive pricing and experience of its leadership team. Judge's Managed Capacity Pod model, which includes engagement manager oversight and a pod configuration, was highly suited to the organization's needs. Judge provided a comprehensive scope of services, including a Salesforce Managed Capacity Pod to actively maintain and enhance the product, workflow cleanup to streamline and optimize workflows, new client setup to support onboarding, backlog refinement to contribute to the prioritization and clarity of the backlog, project management to collaborate with the client's team to deliver successful outcomes, and a services playbook as a comprehensive guide to the delivery and management of the client's needs.

The solution enabled the organization to meet federal security requirements, improve business adoption of Salesforce, and decrease ramp up time for onboarding new customers. As an investment in the partnership, Judge provided engagement management, technical writing, PMO oversight, and a services playbook at no cost.



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THE RESULT

Achieving Significant Improvements and Client Satisfaction

Over the course of the seven-month engagement, the Judge team successfully stabilized and enhanced the organization's Salesforce implementation. The project resulted in improved efficiency through streamlined workflows and optimized processes, enhanced capacity by accelerating onboarding and delivering wish list items, and increased adoption by building strong relationships and improving communication with the business.

Additionally, Salesforce Shield was successfully deployed for enhanced data security, performance monitoring, and audit support. The organization was extremely satisfied with the quarterly business review (QBR) and the substantial improvements in the onboarding processes. The partnership provided the organization with a reliable solution that met its needs without requiring oversight, ultimately enabling them to better serve federal and civilian employees. Because of this work, an improved experience that enables military, first responders, and government civilian employees to have access to critical behavioral health services is being created.



Client Satisfaction

The organization expressed high satisfaction with the improvements made



Improved Onboarding

The streamlined onboarding process significantly reduced the time required to integrate new clients



Increased Efficiency

The Judge team's efforts in workflow cleanup and backlog refinement led to reduction in workflow bottlenecks



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