Persistent MuleSoft Capabilities Overview

Practice Overview

50+
Engagements

Communication Protocol

SOAP, REST, etc.

40+
Integration Engineers

Message Formats

HL7, X12 etc.

Industry Solutions & Accelerators

HLS | Banking and Financial Services | Manufacturing | Retail

Global Delivery

North America, EU, APAC & Australia

Persistent: MuleSoft Partnership Highlights

Why Persistent?

- Leader in 2016 Gartner Magic Quadrant for Full Lifecycle API Management

- Pre-defined enterprise solution use cases – APIs, IoT, Mobile, SaaS Integrations, Salesforce Integration, Microsoft Integration, SAP Integration

- Pre-built connectors

What can we achieve together?

- To build application network of apps, data and devices with API-led connectivity

- Exchange for prebuilt reusable assets, shared publicly or privately within the enterprise

- Enterprise-grade security, scalability, reliability and high availability

Where does our focus lie?

- To speed-up integration use cases using pre-built connectors

- When there is a need to take up a bottom-up approach to digital transformation (by building application network first)

- When you see use cases for API, IoT, Integration, EA-enablement, ESB

Who have we worked with?

Some of our Key Customer:

- A highly successful cloud-based billing platform based in Seattle

- One of the largest medical education universities in New York

- A prestigious public health institute in the US

- One of the largest US based marketing conglomerates

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Case Studies
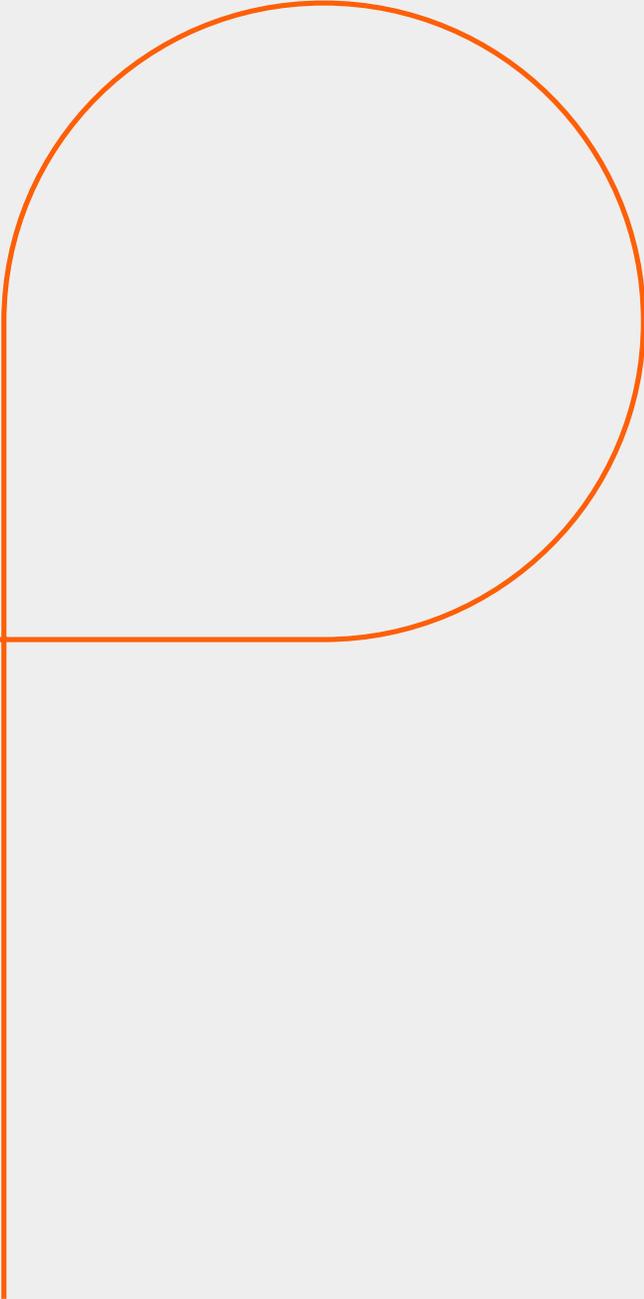
Patient Relationship Management

Company Overview: Leading cancer research hospital in Southern California.

Project Overview

Requirements:

- The client wanted their patient onboarding system to be integrated with Salesforce.
- A family and patients' portal.
- Reduction of manual work.

Solutions

- Using the Persistent Patient Relationship Management solution we delivered the following key capabilities.
    - Patient on-boarding integrated with Salesforce.com Contact Center.
    - Care co-ordination around the plan of care focused on goals, tasks, alerts and checklists integrated with risk assessment and patient data integrated with existing EDW using MuleSoft.
    - Family and patient portals during and post care period including patient education, communication and goals and task management.
- Leverage Salesforce1's platform to extend the value of the new call center downstream into Care co-ordination .
- Enabled highly coordinated workflow through goal tracking, checklists and alerts supported by coordinator, patient and physician portals.

Business Benefits

- Coordinated, Collaborative Workflow and Alerts.
- Early warning to reduce cascading effects across patients.
- Reduction of manual entries and document review time.
- Improved revenues and cash collection.
- Fewer errors.

Tools and Technologies: Salesforce Platform | Service Cloud | Rest Webservices | MuleSoft ESB | SVN, Jira

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Sales Cloud for US Based Marketing Conglomerate

Company Overview: Manages entire portfolio of media products and services that are designed to support marketing strategies.

Project Overview

Requirements:

- Rescue of half implemented project – Earlier Vendor was discontinued after 60% of implementation.
- End-to-end Sales Process Implementation.
- Integration with existing Legacy systems.
- Need of retiring existing Siebel based CRM system & Data Migration.

Solutions

- Accounts & Contact Management
  - Management of more than 25,000 accounts.
  - Supports 3 different types of accounts.
- Opportunity Life Cycle Management
  - Caters to 8 different types of opportunities & corresponding business process.
  - Governs end-to-end Opportunity life cycle.
  - Migrated more than 100,000 opportunities.
- Staff & Account Transfers
  - Automated Revenue/Commission calculations and Portfolio allocations resulting post to Staff and Account transfers.
- Accounting Calendar
  - Customized financial accounting calendar.

Business Benefits

- Provides 360 Degree perspective of Sales organization & process.
- More than 300 users distributed in 6 levels of hierarchy.
- Covers operations for 8 regions in USA.
- Supports N level hierarchy management.
- Automated allocation and approval process.
- Automated revenue calculation.
- Integrated with multiple legacy systems through MuleSoft.

Tools and Technologies: Salesforce Platform (Sales Cloud, Community Portal) | VF and Apex for Custom Reports | MuleSoft for Integration with Legacy Systems | Pentaho for Legacy Data Migration

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CRM for US Based Solution Integrator & Networking Company

Company Overview: A Global Solutions Integrator in Unified Communications, Network Integration, Data Center & Virtualization and Enterprise Applications domain.

Project Overview

Requirements:

- The client wanted a CRM platform for multi geography implementation with capability to handle region specific processes.

- The existing system allowed the client's senior management to get involved only in the later stages of the sales cycle. Hence the process of getting approval became manual and time consuming.

Solutions

- Persistent team implemented Salesforce CRM with multicurrency feature. Region specific processes and management view.

- Provided visibility to management early in sales cycle through Opportunity team and alerts features.

- Opportunity workflow and Approvals was implemented to streamline the sales process.

- Integrated with SAP to streamline order processing and invoicing.

- Implemented Chatter and opportunity team features allowing client to adopt team selling approach.

Business Benefits

- Standardized CRM process for client's sales team.

- Region specific and Global view to management.

- Automated opportunity approvals helped in timely response on deals.

- Integrated ERP and CRM solution as one single product available to the client.

Tools and Technologies: Salesforce Platform (Sales Cloud – Region Based, Community Portal) | Multicurrency, Custom Approvals and Collaboration using Chatter | MuleSoft for Integration with SAP using REST

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Thank You!

Contact our MuleSoft Experts