

Transforming Healthcare & Life Sciences with Salesforce + Agentforce

Healthcare and life sciences organizations are under pressure to deliver faster therapies, improve patient adherence, and empower medical reps with actionable insights. YASH enables enterprises to transform HCP engagement, clinical trial recruitment, and patient journeys with Salesforce Health Cloud, Life Sciences Cloud, and Agentforce AI, creating a connected ecosystem of care.

Proven Impact

50%

Reduction in manual processes

Driving faster patient and provider onboarding with automated, integrated workflows across the full customer lifecycle.



2.7x

User base growth

Platform scaled from 22 to 60 Salesforce users, expanding digital patient journey capabilities across sales, service, and clinical operations.



40%

Reduction in quoting time

With fewer errors, faster multi-level approvals, and seamless ERP integration accelerating deal closure.



35%

Reduction in contract cycle time

With automated workflows, e-signature integration, and built-in compliance audit trails.



Solutions & Accelerators



- **CaseMateAI** — AI-driven console with smart macros, case summaries, and knowledge suggestions for faster patient and product support.
- **Digital onboarding & portals** — Experience Cloud templates for patients, HCPs, and channel partners enabling self-service and frictionless onboarding.
- **Intelligent VSR platform** — Mobile-first CRM with HCP 360° view, call logs, pipeline visibility, and smart alerts for field reps.
- **Einstein next best action** — AI engine prioritizing HCP visits based on prescription trends, patient counts, and tier targets.
- **Health Care Cloud accelerator** — Pre-built care plans and patient engagement journeys for faster payer and provider deployment.
- **Life Science Cloud accelerator** — Ready-to-deploy workflows for clinical trials, HCP detailing, and device maintenance.
- **Connected healthcare via MuleSoft** — Unified patient data layer integrating EHRs, wearables, labs, and third-party systems in real time.

Agentforce AI Agents



- **Pre-Call Briefing Agent** — Generates instant talking points and summaries for reps.
- **Post-Call Summary Agent** — Drafts structured follow-ups and CRM updates.
- **New Patient Alert Agent** — Detects rising prescription activity and prompts rep visits.
- **Smart Schedule Suggest Agent** — Optimizes rep routes with urgent/high-priority HCPs.
- **Pharma Sales Enablement Agent** — Surfaces approved content, targeting insights, and adherence monitoring.

Client Success Stories

Global Medical Device Company Modernized its Salesforce & MuleSoft ecosystem to streamline HCP/HCO onboarding, eliminated data silos, and accelerated commercial operations.

Middle East Private Healthcare Network Enhanced its multi-cloud Salesforce platform — improving patient engagement, care coordination, and operational efficiency at scale.

Global Healthcare Company Digitized and automated the end-to-end quoting and order process, integrating Salesforce CPQ with ERP.

Global Healthcare Lab Implemented a fully digitized Salesforce CLM solution, eliminating manual contract handling across creation, approval, and renewal stages.

YASH: Your Partner in Connected Healthcare

From HCP engagement to patient journeys and clinical trials, YASH helps healthcare enterprises achieve **better outcomes, faster therapies, and stronger adherence**. Together, we build the **Agentic Enterprise for Healthcare** — where every rep call, patient journey, and trial milestone is intelligent, connected, and life-changing.