

About Silverline's Healthcare Practice

A project is just the beginning.

It takes more than technical expertise to power digital transformation; it takes the right combination of people, processes, consulting, and change management. From strategic planning and implementation to ongoing support, we can guide you through every phase of your journey. With hands-on experience across healthcare and life sciences, our team of experts uniquely positioned to transform your business.

We know your world

We've built a 10+ year-old consulting business with technology experts who have firsthand experience in both the Salesforce ecosystem and healthcare corporations.

You operate in a highly complex, deeply impactful industry. Our Healthcare team has years of hands-on experience in the sub-industries we serve, in addition Salesforce expertise — helping us empower you on the journey to personalized experiences and improved ROI.

We truly partner with our clients to drive real change in their business.

The industries we support



Provider

As a provider, your focus is on improved patient care, coordinator and agent enablement, and value in terms of data quality and the patient journey.

We can help you deliver patient-centric care while streamlining operations.



Payer

Payers need to engage members while also optimizing agent workflows.

Through meaningful integrations, Health Cloud and Marketing Cloud, and the right governance, we can help payers achieve their goals.



Biotech and Pharma

We understand your goal is to bring innovative medicines to the market to help people live longer, healthier, and happier lives while providing a meaningful return to your organization.

We help biotech and pharma companies thrive in a highly regulated, complex ecosystem.



Medical Devices

Companies in the Medical Devices space improve patients' lives with instrumentation and devices designed to diagnose, prevent, monitor, treat or alleviate disease, or compensate for injury or disability.

We can support your needs by device, customer, and development lifecycle.

We're certifiable

With 40+ certification types across our team — including three Certified Technical Architects — we're the experts who experts turn to for help.

In working with our team of industry leaders and Salesforce experts, you'll experience world-class problem solving and solution designing from individuals dedicated to helping your institution excel.

We believe in removing technology roadblocks and improving functionality so you can focus on what matters most — your customers and patients.



We can help with that

We have expertise across all Salesforce clouds and capabilities, including (but certainly not limited to):

Salesforce Health Cloud

How can you create more personalized experiences, build relationships, and empower patients, members, employees, and partners with the right information at the right time?

It takes a combination of industry expertise and technology — starting with Health Cloud, the leading healthcare CRM, which provides access to shareable data, visibility into the entire healthcare journey, and meaningful insights at every touchpoint.

Healthcare Digital Front Door

The digital front door represents the growing expectation from consumers for seamless, easy healthcare experiences, often using technology already adopted in everyday use such as a mobile device.

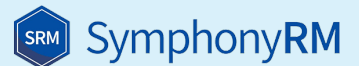
Providers, payers, and life sciences organizations must invest in the appropriate technology that allows them to meet this expectation.

Marketing Automation

How do you begin to operationalize automation or see ROI on it?

It takes teamwork and technical knowledge to identify, implement, and continuously deliver results with Salesforce marketing automation solutions like Pardot and Marketing Cloud. Silverline provides healthcare industry insights and Salesforce expertise to help your Org thrive.

Our industry partnerships



About Silverline

Silverline leverages insight acquired through thousands of engagements along with real-world expertise gained across the Healthcare industry, including: provider, payer, medical devices, and life sciences. From strategy and implementation to managed services, we guide clients through every phase of their journey — enabling continuous value with the Salesforce platform. To learn more visit: <https://silverlinecrm.com/healthcare/>.

