



CASE STUDY

Neev Systems implemented an integration solution to help Guardant Health achieve a streamlined fax process with a great customer experience



Client
Guardant Health



Location
Redwood City, California, US



Industry
Biotechnology Research



About the Client

Guardant Health is a leading precision oncology company dedicated to conquering cancer worldwide. With its proprietary blood tests, extensive data sets, and advanced analytics, Guardant Health leverages its oncology platform to drive commercial adoption, improve patient clinical outcomes, and reduce healthcare costs throughout the cancer care continuum.



Challenges

Guardant Health faced several challenges with their existing fax vendor, sFax, including the lack of customer support, integration issues with Salesforce, the inability to monitor fax status, and time-consuming manual processes to identify fax-related case details, which included spending 4-8 minutes per fax searching through the sFax inbox, LIMS, and Salesforce for case association and patient information.



Solutions

Neev Systems addressed these challenges by migrating Guardant Health to a new fax vendor, mFax, and developing integration workflows. Users were encouraged to create and send faxes directly through mFax, while workflows were implemented to retrieve and update fax status in the CRM system.

Applications/Technologies Used:



Mulesoft



Salesforce CRM



AWS S3



AWS SQS



Rest APIs



Benefits

- ▶ **60%** reduction in case resolution time.
- ▶ Decrease in user errors through streamlined fax processes.
- ▶ Improved customer experience.
- ▶ High-quality faxes sent to physicians and received from them.

Approach and Methodology



- Neev Systems' approach included defining the integration architecture and establishing clear timelines and milestones, ensuring that the project progressed smoothly.
- By integrating with various systems, a bidirectional end-to-end seamless integration solution was built to transmit faxes to patients and hospitals.
- Process flows were set in place to automate the reprocessing of faxes in case of any failures.
- Monitoring dashboards were set up to track the performance and detect issues.
- Configured real time alerts to reduce the manual support effort.

About Neev Systems

Neev Systems is a reliable IT partner committed to providing tailored solutions and services in and around Digital Transformation, Cloud Computing, Integration Services, ERP Solutions, and Product Engineering Services. Our mission is to leverage a collaboration-first approach for building efficient, reliable, and flexible solutions that help clients adapt quickly to shifting market dynamics and changing customer demands.

Partner with us and experience the benefits of working with a trusted IT partner that delivers exceptional quality and value.

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