



GREENBROOK TMS: CRM CONSULTING AND CUSTOM DEVELOPMENT

COMPANY OVERVIEW

MENTAL HEALTH CLINIC SPECIALIZING IN TREATING DEPRESSION

Greenbrook TMS Neuro Solutions (TMS) strives to create a comprehensive treatment plan to best address each patient's unique circumstances and become a partner on their path to overall better mental health. Their range of services incorporates cutting edge technology and the very best the medical world has to offer.

<https://www.greenbrooktms.com/>

CHALLENGE

Greenbrook was looking for a flexible app that could meet their expanding business needs. A nimble, highly customizable, secure and reliable IT system framework is mission-critical to manage the unique, comprehensive treatment plans vital to the success of the organization and their patients. Salesforce was chosen to provide this foundation and became ingrained in the culture; however, it needed to be extended into resource management and patient scheduling.

After evaluating the SFDC AppExchange and other pre-built applications, TMS was not confident that an off-the-shelf app would address their intricate system and user requirements. XTIVIA was the partner of choice due to our Salesforce certifications and experience.

THE XTIVIA SOLUTION

Through a series of in-depth meetings and careful analysis, the components of this application were laid out and validated against user requirements. An agile environment, along with extensive collaboration throughout the project, kept the focus on developing a best-in-class calendaring application to set fluctuating resource availability aligned with patient treatment needs.

By ensuring all the variables regarding staff, doctors, rooms and equipment were included in the equation, TMS now ensures patient needs are consistently addressed at the highest level throughout their patient experience.

BUSINESS VALUE

TMS now has a state-of-the-art patient and resource scheduling system with a custom application by XTIVIA on the Salesforce Platform. Employees and management almost immediately noted the decrease in administrative burden for coordinating doctor and staff scheduling, establishing treatment time-lines aligned with patient appointments, and fast processing of medical claims which begins automatically post-appointment. TMS estimated a time savings of at least an hour per week per staff member by eliminating these types of manual tasks.

After setting this foundation in place, routine tasks and processes were automated to reduce staff workload. Delano Ligu, CTO, said that **“the scheduling application, which was built from the ground up, had a 100% adoption right from start, completely replacing our previous solution and it has become essential to our daily operations in all of our 32 clinics.”**

Ultimately, the project was a “great success” and, based on the quality of craftsmanship and professionalism exhibited by XTIVIA, Delano Ligu says, **“We have already launched the second phase to add even more features and functionalities to the solution.”**

XTIVIA OVERVIEW

XTIVIA is a proven technology integration and innovation company known for delivering leading-edge technology solutions to our clients' specific requirements, regardless of project complexity. We bring next-level business operations to reality through Application Development, Business Intelligence, Data Warehousing, Database Support & Management, Enterprise Information Management, Digital Experience Solutions and Enterprise Resource Planning. Our success stems from a demonstrated ability to deliver deep expertise via professional services, empowering clients to leverage their chosen technology successfully, competitively and profitably. XTIVIA has offices in Colorado, New York, New Jersey, Missouri, Texas, Virginia, and India. www.XTIVIA.com

BY THE NUMBERS:

32 Clinic Locations

4,000 Patients

150,000 Treatments Delivered

60 Minutes Saved (Per Employee Per Week)



registered consulting partner



registered ISV partner

