

Use Case 2: OMNICHANNEL COLLABORATION & TASKS AUTOMATION



Complete application forms, tasks, and e-signature easily, all in one secure and HIPAA compliant platform.

A screenshot of a web-based dashboard. It features a table with many columns and rows of data. The columns are labeled with various categories, and the rows contain numerical and text data. The interface is clean and professional, typical of a business analytics tool.

Accelerate decision-making with a real-time role-based dashboard for medical and marketing teams



Up-to-date reporting boosts customer engagement, retention, and satisfaction



Integrate seamlessly and effectively with automated logic, customizable tools, and secure data delivery.

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Organization B is a leader in fertility options in the United States providing the most comprehensive solutions to infertility and its obstacles. Their services encompass donor and surrogate recruiting. With an egg bank, medical labs, and clinics, they integrate all treatment and services into one location, as well as offer specialized services for intended parents. Processing over 80,000 cases annually, Organization B has faced challenges for the past decade, burdened by inefficient manual donor selection and clinic operations, and limited integration with marketing channels.

Organization B came to EverLeagues looking to replace their old systems that were slow, unstable, and hard to customize. EverLeagues, which is HIPAA-compliant and SOC 2 certified, set up custom workflows and portals for the clinic; they reported their productivity and time saved have increased by 50-100% in the past year.

<p>Previously: potential donor applicants at Organization B faced a cumbersome and isolated application process, misaligned with the organization's business flow. The inflexible system's slow performance frequently resulted in crashes. Moreover, the lack of visibility into the application progress for staff created challenges in identifying applicants requiring assistance.</p>	<p>Now: Using EverLeagues, applicants now easily submit forms via an embedded link on Organization B's website. EverLeagues keeps track of data and progress percentages displayed on a staff dashboard, allowing staff to monitor application completion levels. This enables proactive communication with the applicants and has led to a twofold increase in application completion rates within just six months of implementation.</p>
<p>Previously: staff manually reviewed each application to determine whether an applicant should be approved, denied, or placed on a waitlist.</p>	<p>Now: EverLeagues implemented a tailored selection algorithm for Organization B, which automatically approves or denies candidates. This innovation has reduced the manual review workload to under 20% for ambiguous cases, cutting staff time by over 80%.</p>

EverLeagues makes the application process smoother for applicants, and the review process smoother for staff members.

<p>Previously: staff had to go through applications task by task with the applicants.</p>	<p>Now: Upon logging into the EverLeagues portal, applicants are presented with a list of preset tasks, such as watching educational videos and signing agreements. The EverLeagues eSign feature enables applicants to complete these tasks directly within the portal. They can also use the chat and video features to communicate with staff members as needed</p>
<p>Previously: organization B had to manually upload photos and content into their gallery.</p>	<p>Now: Through specially designed APIs, content and photo uploading are now automated, saving the equivalent of 20 staff workloads.</p>
<p>Previously: staff dedicated considerable time to tracking medical kit deliveries for approved applicants.</p>	<p>Now: The EverLeagues portal allows applicants to input their own delivery data, allowing staff to receive this information instantly.</p>



<p>Previously: staff manually compiled reports using data and photos collected from applicants.</p>	<p>Now: EverLeagues automatically generates both private and public profile reports, eliminating the manual efforts previously required of staff members.</p>
<p>Previously: the application process was isolated and lacked API integration, necessitating the use of Google Sheets for file and data transfers. This method frequently led to crashes, especially with larger file sizes.</p>	<p>Now: EverLeagues has eliminated the need for Google Sheets and uses API-based solutions that ensure stable and rapid data transfer to other systems.</p>
<p>Previously: there was no role-based segregation, allowing everyone access to all information.</p>	<p>Now: EverLeagues provides role-based logins, such as owner, admin, operation, and sales roles. For example, sales personnel are only limited to accessing sales-related data.</p>

EverLeagues is a comprehensive and customizable solution that can meet most of your business needs. We also make it easy to securely integrate with your existing systems.

<p>Previously: staff had to juggle multiple tools for handling applicant data, file management, communication, video calls, and eSignatures.</p>	<p>Now: EverLeagues offers omnichannel collaboration tools, integrating application data, chat, video calls, information collection, appointment scheduling, file sharing, eSignatures, and reporting all within a single platform.</p>
<p>Previously: The application process, relying on the older SassA tool, was based on industry average needs and lacked customization options.</p>	<p>Now: EverLeagues customizes workflow to meet Organization B's unique management needs, ensuring the application process aligns seamlessly with their business operations and offers flexibility for future modifications. Additionally, a comprehensive dashboard provides administrators with a holistic view of the entire process.</p>



Key Benefits:

Streamlined Operations and Increased Efficiency:

Automate manual processes and streamline operations across your healthcare organization with EverLeagues. Our integrated platform eliminates the need for multiple tools, simplifying workflows and enhancing productivity and efficiency.

Improved Patient Engagement and Experience:

Enhance patient engagement and experience by providing a seamless healthcare journey. From simplified form completion to real-time progress tracking and personalized communication, EverLeagues prioritizes user satisfaction at every touchpoint.

Enhanced Care Coordination:

Simplify care coordination among healthcare professionals with a user-friendly platform. Collaborate seamlessly through chat, file sharing, and video conferencing, ensuring efficient communication and smoother transitions in patient care.

Customizable and Adaptable Workflows:

Tailor workflows to fit the unique needs of your healthcare organization. EverLeagues' flexible platform allows for easy customization, empowering you to optimize processes and adapt to changing requirements.

Comprehensive Insights and Reporting:

Access comprehensive insights and reporting through a user-friendly dashboard. Gain valuable analytics and data-driven insights to make informed decisions, improve operational efficiency, and enhance patient outcomes.

Revolutionize your healthcare services with EverLeagues' omnichannel collaboration and process automation solutions. Streamline operations, improve patient engagement, enhance care coordination, customize workflows, and gain valuable insights. Contact us today to learn more!

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