




Solving Healthcare Staffing Issues with Microsoft Dynamics 365 and Power Platform

A CASE STUDY



JOURNEYTEAM



Founded in 2013, **Integritas Emergency Physician Services** is an Illinois-based medical group that provides personalized staffing solutions for hospitals, clinics and physicians, providing stability for healthcare providers and support for clients. Integritas partnered with JourneyTEAM to implement a customer relationship management (CRM) software solution.

The Challenges

Medical Provider Management

Integritas works closely with emergency rooms, hospitals and other smaller medical clinics to staff physicians and needed a way to better manage their contracts, credentials and licensing, pay, performance and interactions with clients.

Lead Tracking and Client Management

Integritas needed a better method of tracking leads on physician recruitment and managing the contracts, customer service cases and communication with clients.

Analytics and Integrations

Integritas also needed a way to view performance metrics and other data to have better insights on business processes. The new CRM also needed to have integrations to other software that Integritas uses for scheduling and time management.

The Solution

Integritas Emergency Physician Services uses Microsoft Dynamics 365 and Power BI to provide innovative staffing solutions.





The Solution

A CRM solution using Dynamics 365 Sales was tailored to Integritas' business needs. Custom entities and forms made it possible to solve the challenges of the project, while an integration with Microsoft Power BI allowed for precise analytics, insights and reporting. Integritas' team was also trained to maintain and build on the platform. Microsoft Power Automate made it possible to integrate the systems together and connect them to the company's SharePoint, creating a customized and personalized CRM software solution.

The Outcomes

With the implementation of the Dynamics 365, and supporting Microsoft applications, Integritas was able to gain:

A software solution for managing providers: Dynamics 365 Sales created a way for Integritas to better manage the different contracts, credentials and licensing, pay, performance and interactions of physicians, providing them with an improved ability to meet the needs of the providers.

Enhanced lead tracking and efficient client management: Dynamics 365 allows Integritas to have better capture and follow-up of leads which has led to an increase in productivity and sales. Clients can now be managed in a more organized way, leading to better communication and client relations.

Valuable insights, analytics and integrations: With integrations to Power BI, Integritas now has access to customized dashboards that give insights and analytics of performance metrics. Dynamics 365 was able to integrate with QGenda, Integritas' system of scheduling, leading to a single, unified CRM system.

"We now have an amazing level of confidence..."

"When we started our relationship with JourneyTEAM, we knew virtually nothing about CRM and ERP. JourneyTEAM not only worked hard to understand our business model and deliver the various projects we requested to our satisfaction, but they also followed the 'teach a man to fish' expression and spent hours patiently training our staff to use the system and continually improve the system with customizations. We now have an amazing level of confidence that we can continue to grow and adapt our system to match our company's growth and change in the years to come. JourneyTEAM fit very well with our company culture in terms of their integrity, good humor and responsiveness. Following nearly a year of working with them, it is sometimes easy to forget we work for different companies. We are very grateful for our relationship with JourneyTEAM and are looking forward to maintaining it in years to come."

– Caleb Sutton, Integritas Emergency Physician Services



The Results



One Unified System



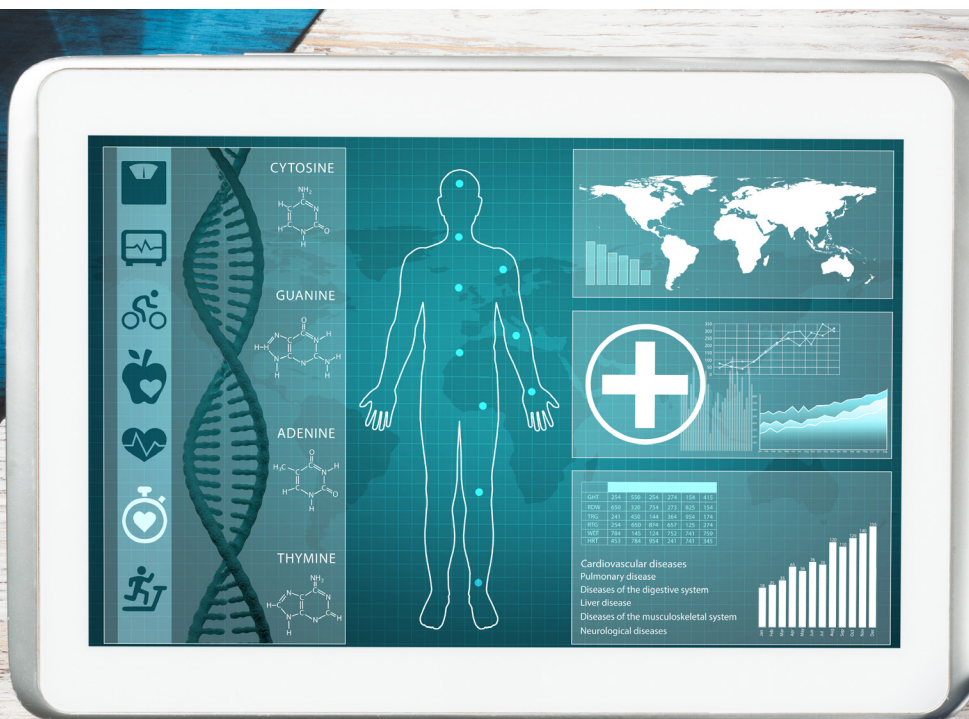
Valuable Data Insights



Organized Software Solution for Managing Providers



Enhanced Lead Tracking




The Next Steps

STEP 1




Contact
JourneyTEAM
Experts

STEP 2



Get end-to-end
guidance

STEP 3



Enjoy efficiency,
scalability,
security, and so
much more

[CONTACT NOW](#)

Build Your Perfect Intranet with JourneyTEAM

JourneyTEAM has worked with many clients to adopt Dynamics 365 to fit their unique needs. Dynamics 365 tracks many areas of data and information throughout the customer lifecycle, giving optimum customer satisfaction opportunities. JourneyTEAM works with clients in many different industries to create custom solutions perfectly suited to their needs.

JourneyTEAM is dedicated to helping customers achieve a competitive advantage by identifying the best solutions and services that accommodate their business needs. JourneyTEAM provides consultation, training, and implementation in the United States, developing and deploying connected business technology solutions that help leading global companies across several industries, including Finance, Manufacturing, Media & Communications, and Healthcare, get to market faster and achieve continued success.

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"Through our relentless pursuit of excellence, we simplify and effectively use technology to create a positive, lasting impact on the world."

—JourneyTEAM Vision Statement