



Omnicare
Pharmacy Services

August 14, 2015

Debbie Fanning
Justin Davis:

I would like to thank you for all of the Salesforce.com support and development that you provided to Omnicare over the past year. We brought you in during a time where we needed to stabilize our environment and support our users' needs. We have approximately 1,000 users on Salesforce.com, all with various requirements and in addition to supporting them; you were also able to support the following third party applications:

- CRMFusion
- GridBuddy
- RollupHelper

We also asked you to create custom objects to support the surveys and case creation that we were implementing with our pharmacy users. This was a huge win for the business. Omnicare has Consultant Pharmacists who are required to do a monthly onsite visit at each facility they have responsible for. After each visit the Consultant Pharmacist must complete a Consultant Pharmacist Survey in Salesforce for the Account. Once each survey is submitted, a completed event was created, a case was created if there were issues on the survey and an email notification sent to the Account Owner. This project was delivered on time, deployed with success, and had a very high adoption rate.

We would still have you working with Omnicare had management not decided to outsource most of our IT Support functions to a global company. I hope we have the opportunity to work with you in the future.

Thank you,

Roger Melching
IT Director