



Building a Digital Community

Background

Innovative healthcare network's aging systems and member forum created a poor user experience that was driving members away.

Challenges

- Lack of a central repository for storing and sharing Vizient's extensive knowledge base
- Limited ability for diverse group of network members – from supply chain and clinical users to pharmacy and C-level users – to collaborate
- Manual contract lifecycle management made onboarding new customers difficult
- Vizient needed to modernize their user interfaces to build a true membership community that would retain clients and scale

Solution

A community portal to facilitate member communication and optimize the healthcare supply chain.

Results

- Automated contract lifecycle management to quickly onboard new customers into the system
- Centralized member access to Vizient's knowledge base leading to enhanced shareability
- Member-to-member communication resulting in enhanced healthcare operations and improved patient care at lower costs
- A modern interface and customer experience, accelerating scale

vizient®

Industry

Professional Services

Organization Size

Mid-market - \$830M in Revenue;
4,000 Employees

Products and Services

- Salesforce Experience Cloud
- Salesforce Service Cloud
- Conga CLM

Key Differentiator

Argano specializes in building sophisticated B2B portals that deliver community experiences to clients, partners and customers.