



California Medical Equipment Manufacturer

Automates Prescription Processing

within Salesforce using OpenBots Agentic AI

Challenge

A California-based medical equipment company specializing in restless leg syndrome faced rapid growth in prescription volume.

Manually extracting and entering prescription data into Salesforce, their EHR, was becoming unsustainable, creating a need for additional staffing to keep up.

Solution

The company implemented OpenBots' Agentic Process Automation Platform to streamline their prescription processing.

- ⚡ **Automated Data Extraction.**
Prescription details were extracted automatically and entered into Salesforce.
- ⚡ **Scalable Workflow.**
The automation seamlessly handled increasing volumes without delays or errors.

Results

The automation eliminated the need to hire 3 full-time employees, enabling the company to scale efficiently while keeping costs in check. Additional benefits included.

- ⚡ **Improved Accuracy.**
Reduced errors from manual data entry.
- ⚡ **Faster Processing.**
Prescriptions were processed in real time.
- ⚡ **Cost Savings.**
Significant ROI by avoiding additional staffing expenses.

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OpenBots helped us grow without adding headcount. Their automation allowed us to focus on what matters most—serving patients.

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— Health Information Specialist