

How to Select the Right Health Cloud Edition



Health Cloud brings the world's #1 CRM to healthcare and life sciences with industry-specific innovation to create more personalized, collaborative, and trusted experiences across the health and wellness journey. Built on a secure, connected platform that layers onto your existing systems of record, Health Cloud combines both clinical and business data to provide a holistic, 360-degree view of your customers. And with preconfigured data models and automated workflows, you can accelerate your time to value and innovate faster.

Health Cloud gives your business the flexibility it needs to grow. The ability to simply add more seats or different licenses with more features means it expands with you. And fully customizable updates delivered three times per year help you prepare for the future.

MIMIT Health improved its patient experience and engagement for a 459% return on investment in less than three months.

"ROI Case Study: Salesforce and MIMIT Health," 2020, Nucleus Research

Choose the Health Cloud edition that's right for your business:

Health Cloud **Enterprise**

Out-of-the-box CRM for healthcare and life sciences.

\$300
USD

USD/user/month (billed with annual contract)

Health Cloud **Unlimited**

Unlimited CRM power and support for healthcare and life sciences.

\$450
USD

USD/user/month (billed with annual contract)

Explore Health Cloud features.	Enterprise	Unlimited
Industry Specific Data Models	✓	✓
Patient and Member Card	✓	✓
Social Determinants	✓	✓
Intelligent Document Automation	✓	✓
Assessments	✓	✓
Care Gaps	✓	✓
Care Plan Customization and Management	✓	✓
Care Team and Household Map	✓	✓
Intelligent Appointment Management	✓	✓
Remote Monitoring Exception Management	✓	✓
Medication Management	✓	✓
Guided Program Enrollment	✓	✓
Provider Relationship Management	✓	✓
Referral Management	✓	✓
Utilization Management	✓	✓
Risk Stratification	✓	✓
EHR Integration	✓	✓
HL7-Compliant Interface	✓	✓
Sales Agreement and Forecasting	✓	✓
Sales Visit and Inventory Management	✓	✓
Provider Network Management	\$	\$
Benefit and Sales Administration	\$	\$
Contact Tracing	✓	✓
Distribution Management	\$	\$
Tableau CRM for Healthcare	\$	\$
Salesforce Scheduler	\$	\$
Experience Cloud for Health Cloud	\$	\$
Intelligent Form Reader with Amazon Textract	\$	\$



Partner Ecosystem

Our leading application and system integration partners can help extend the value of Salesforce.

Health Cloud

Accelerate your digital transformation with industry-specific apps, data models, and workflows for providers, payers, pharma, medtech, and public sector.

Service Cloud and Sales Cloud

Health Cloud includes powerful features from Sales Cloud and Service Cloud so customers don't have to manually configure them for their industry.

Salesforce Platform

Health Cloud is built on the world's most trusted CRM platform to accelerate your time to value.

✓ Included in base user license \$ Additional fee applies

* Requires Digital Engagement SKU

Health Cloud Edition Comparison

	Enterprise	Unlimited
Collaborate across your organization.		
Salesforce Mobile App	✓	✓
Files	✓	✓
Topics and Recommendations	✓	✓
Equip your team with productivity tools.		
Case Auto-Assignment	✓	✓
Web and Email Case Capture	✓	✓
Case Email Auto-Response	✓	✓
Case Escalation Rules and Queues	✓	✓
Lead-Contact Account Management	✓	✓
Service Console Apps	✓	✓
Knowledge (Read-Only)	✓	✓
Omni-Channel Routing (Basic)	✓	✓
Omni-Channel Supervisor	✓	✓
Knowledge (Read-Write)	Additional \$75 USD/ user/month	✓
Case Milestone Tracker	✓	✓
Computer Telephony Integration (CTI)	✓	✓
Service Orders	✓	✓
Service Contracts and Entitlements	✓	✓
Advanced Case Management	✓	✓
Personalize each experience with digital engagement.		
Social Customer Service	✓	✓
Chat (Live Agent)	Additional \$75 USD/ user/month	✓
Next Best Action	5,000 requests included per org	5,000 requests included per org
Help Center	✓	✓
Get real-time business insights.		
Customizable Reports and Dashboards	✓	✓
Advanced Reporting Features	✓	✓
Sell more easily.		
Opportunity Tracking	✓	✓
Task Management, Activity Feed	✓	✓
Next Best Action	✓	✓
Offline Access	✓	✓
Quotes	✓	✓
Contracts	✓	✓
Work Order Management	✓	✓
Asset Management and Product Tracking	✓	✓

	Enterprise	Unlimited
Customize and automate processes.		
Email Integration with Outlook	✓	✓
Google Apps Integration	✓	✓
Web Services API	✓	✓
Lightning App Builder	✓	✓
AppExchange App Integration	✓	✓
Email Templates	✓	✓
Data Storage Per User	20 MB	120 MB
File Storage Per User	2 GB	2 GB
Lightning Flow Automation (Flow + Process Builder)	Unlimited	Unlimited
Unlimited Custom Applications	✓	✓
Developer Sandbox	✓	✓
Developer Pro Sandbox	Available for purchase	✓
Roles and Permissions	✓	✓
Record Types (Per Object)	✓	✓
Full Sandbox	Available for purchase	1 full sandbox included per org
Partial Sandbox	1 partial sandbox included per org	1 partial sandbox included per org
Salesforce Identity	✓	✓
Workflow and Approval	✓	✓
Get the most out of Salesforce.		
Unlimited Online Training	Available for purchase	✓
In-App Guidance Center	✓	✓
Standard Success Plan	✓	✓
Online Case Submission (Two-Day Response)	✓	✓
Access to Premier Success Resources	Available for purchase	✓
24/7 Toll-Free Support	Available for purchase	✓
Developer Support	Available for purchase	✓
Configuration Services	Available for purchase	✓
Access to Accelerators	Available for purchase	✓

✓ Included in base user license

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FOR MORE INFORMATION, contact your account executive to learn how we can help you accelerate your CRM success. 1-800-NO-SOFTWARE www.salesforce.com

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