



# YOUR SALESFORCE.COM & MULESOFT EXPERTS

Helping Customers Help Customers

At Revelant Technologies, we have been experts in the CRM space since 2003, and we look forward to helping your organization into the future.

## SALESFORCE CONSULTING & IMPLEMENTATION

When you partner with Revelant, we can help you transform, simplify and optimize your day to day business processes to add immediate value and maximize your Salesforce investment. As a Salesforce Registered Consulting Partner, our team brings a wealth of knowledge, CRM principles, architectures, platforms, and client experiences to the world's leading CRM platform.

## MULESOFT CONSULTING & IMPLEMENTATION

Our MuleSoft consulting and implementation services allow you to increase your organizational agility by reducing time to market for new initiatives. The MuleSoft® Anypoint Platform™ provides a simple, secure, and well-defined platform to integrate processes and data across cloud and on-premise solutions.

## CUSTOMIZING SALESFORCE CLOUDS TO FIT YOUR NEEDS



Sales



Service



Community



MuleSoft



Platform



Nonprofit



Government

## SERVICES & AREAS OF EXPERTISE

### Our services include:

- ✓ Salesforce Consulting
- ✓ CRM/Contact Center Consulting
- ✓ MuleSoft Consulting
- ✓ Cloud & Legacy Integration

### We have extensive experience in these industries:

- ✓ Commercial
- ✓ Government
- ✓ Nonprofit
- ✓ Healthcare/Medicare

## FEATURED TESTIMONIAL

Revelant not only developed an outstanding social network platform which enables collaboration and open innovation – connecting experts and clients in professional communities – they also injected thought leadership and industry insight to help us shape our overall solution to better meet our business needs.

*–Brad Lawson,  
President & CEO, YourEncore, Inc.*

Let's start the conversation:  
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# THE NATIONAL ELECTRONIC INTERSTATE COMPACT ENTERPRISE (NEICE) CLEARINGHOUSE

## Case Study

### ENHANCING NEICE

The National Electronic Interstate Compact Enterprise (NEICE) is a national electronic system for quickly and securely exchanging the data and documents required by the Interstate Compact on the Placement of Children (ICPC) to place children across state lines for adoption, treatment, or other care.

Before our work with them, the State users had to enter case/child/document data into multiple systems to communicate with other states.

### SOLVING KEY CHALLENGES

The goals of working with Revelant Technologies were to address these key challenges:

- ✓ Increase administrative efficiency of the ICPC process by eliminating duplicate data entry
- ✓ Improve service delivery for children
- ✓ Reduce barriers for children to access interstate placement

### CREATING BUSINESS SOLUTIONS

To meet these challenges, we designed a custom solution that would:

- ✓ Accurately route the ICPC case to the Receiving State
- ✓ Confirm receipt of the ICPC case by the Receiving State
- ✓ Enable the States to communicate in real-time
- ✓ Extract data for enhanced National ICPC reporting

After working with us, the State users now have no duplicate entry and Salesforce is the system of record for all ICPC data as well as the mechanism for transmitting data to other states. Below, you'll discover how we made this happen.

### OUR ROLE

Revelant designed and developed the ICPC Case Processing Module on the MuleSoft platform and the CCWIS/ICPC System on the Salesforce platform.

The MuleSoft-based ICPC Case Processing Module provides real-time case transfer between ICPC and the NEICE system. The NEICE interface is extremely complex, providing for almost infinite variations of case data to be sent and received, including large documents.

The Salesforce-based CCWIS/ICPC Module creates outgoing transmittals that combine case documents and child information from Salesforce and transmit them to NEICE. ICPC automatically creates cases or updates cases when new transmittals are received from other states. The Indiana NEICE interface is comprehensive and robust and is now the "gold standard" for other states.

