HEALTH CLOUD USING SALESFORCE IN HOSPITAL MANAGEMENT

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Abstract: The copious amount of data has raised serious concerns about how to analyze it. Data analysis has grown to be a major problem for all businesses, whether they are service- or product-based or educational institutions. Developing positive relationships with customers or end users is essential to the success of any type of business or institution. Customer relationship management, or CRM, has grown essential since it facilitates business-driven decision-making. Salesforce is the greatest CRM system since it contains all the data on clients, employees, patients, students, documents, and services rendered by the company.

Index Terms - Assistive Technology, Elderly, Intelligent CRM Platform, Helps Improving Business, Automation, High Security For Data.

I. INTRODUCTION

The realm of cloud computing, which allows us to access apps over the Internet as utilities rather than as standalone pieces of software that operate on your desktop or in a server room, has made it possible to create and run new types of applications. Consumer apps like email and photo sharing, as well as some commercial apps like customer relationship management (CRM), already use this approach extensively.

The Force.com platform is the first Platform as a Service (PaaS) in the world, allowing developers to build and distribute any type of cloud-based business application completely on-demand and without the need for software. With the help of this innovative new approach, businesses are experiencing drastic increases in success as they can quickly turn their ideas into functional applications. constructing, sharing, and operating business applications have never been so easy.

Building and running business applications with traditional software has always been too complex, slow, and expensive. A new model, called cloud computing, has emerged over the last decade to address this problem. Applications that run in the cloud are delivered as a service so companies no longer have to buy and maintain hardware and software to run them.

Salesforce.com pioneered this model with applications business over the last decade. More recently, Force.com have opened up the infrastructure and made it available for anyone building any business application and running it On the .servers using the Force Platform.

The Force Platform allows you to store structured data, implement business logic with workflow rules, approval processes and custom code, support Web browsers, integrate with other applications, do reporting and analytics and scale up or down—all with sub second response time, high availability, and security you need to run your mission critical business apps.

II. METHODOLOGY

People are become more ambitious. A person's life is undoubtedly impacted by extended work hours since they are unable to spend as much time with friends and family as they would want because deadlines are becoming more strict due to increased competition. and much less time to take care of the home. A single parent or mother finds it increasingly difficult to handle everything when all the responsibility falls on one person. Due to the hectic nature of modern life, all domestic chores including plumbing and carpentry, taking care of elderly parents, gardening, and cooking services are prioritized less.

III. BUSINESS REQUIREMENT

To manage such a system we need a platform. Salesforce has been used to carry out the whole process as it collects all the data related to customers, workers(Employees), services provided This data helps in making

decisions for the growth as well as for improving the profit margin of the organization. Requirements for this business are below and salesforce provides the platform for such Business.

Requirements are as follow:

- Platform for Employees(worker) and Customer
- Advertisement
- Analytically targeting specific customer

IV. MODELING AND ANALYSIS

We are all aware of the amazing, inventive, imaginative, and even ridiculous ways that the Internet has transformed our lives—both at work and pleasure. It's fascinating to see how technological advancements are transforming communication and teamwork, from social networking sites to wikis to blogs and more. Even though these modifications have undoubtedly affected the way we work with information, the development and use of business apps is also being altered by a similar set of Internet-driven concepts and technology.

While yesterday's business applications required thousands, if not millions, of dollars and sometimes years of professional services help to set up and customize, the technologies offered by the Internet today make it much easier to create, configure, and use business applications of all kinds. Indeed, the power of the Internet has given us the ability to solve new kinds of business problems that, because of complexity or cost, had previously remained out of reach.

Inst as the changes that moved publishing technology from paper to bits made it possible for us to have information about anything in the whole world right at our fingertips, the changes in application technology make it similarly possible to imagine a robust, enterprise-class application for almost any business need. Sound pretty good'? Then you're probably wondering: "What's the magic that makes this possible?"

These new ways of building and running applications are enabled by the world of cloud computing, where you access applications, or naps, over the Internet as utilities, rather than as pieces of software running on your desktop or in the server room. This model is already quite common for consumer apps like email and photo sharing, and for certain business applications, like customer relationship management (CRM).

By using the existing system we have to maintain a high configuration system to run some huge software's which is used to develop the applications. This may need huge cost to buy and maintain.

We have to buy the each and every software's which are used for developing the applications. Also we have to update the software's for latest version. This needs maintenance risks such as economical risk and technical risk. The main disadvantage of the existing system over cloud environment is lack of portability. Even though we are having high configured systems and updated software's we have to take the system with us when we are moving from one place to other place. This will create risk to the user.s.

3.1 Proposed System

We are all familiar as Internet users with the interesting, inventive, creative, and even ridiculous ways technology has transformed our work and play lives. It's fascinating to see social media sites, wikis, blogs, and other platforms.In this project, a new technology known as cloud computing is deployed because there are numerous issues with the current system. In this project, a cloud computing environment will be used to construct an application, which will then need to be launched and deployed there. This project makes use of a cloud environment known as the Salesforce environment. Using the tools that are already available, a straightforward application is created in the cloud and deployed there. The program opens in the cloud as a website. This application makes use of the security offered by the platform provider (Salesforce). the developments that are occurring and transforming our modes of cooperation and communication.

Feasibility study:

A feasibility study is an evaluation of a proposal designed to determine the difficulty in carrying out a designated task. Generally, a feasibility study precedes technical development and project implementation. In other words, a feasibility study is an evaluation or analysis of the potential impact of a proposed project.

Economic feasibility:

Economic analysis is the most frequently used method for evaluating the effectiveness of a new system. More commonly known as cost/benefit analysis, the procedure is to determine the benefits and savings that

are expected from a candidate system and compare them with costs. If benefits outweigh costs, then the decision is made to design and implement the system. An entrepreneur must accurately weigh the cost versus benefits before taking an action.

Cost Based Study: It is important to identify cost and benefit factors, which can be categorized as follows:

1. Development costs; and

2. Operating costs. This application needs less amount of cost in both development and operating state.

Time Based Study: This is an analysis of the time required to achieve a return on investments. This applicationtakes less time to execute and to use.

Operational feasibility

Is a measure of how well a proposed system solves the problems, and takes advantage of the opportunities identified during scope definition and how it satisfies the requirements identified in the requirements analysis phase of system development.

The proposed system solves all the problems in the existing system in the basis of time, cost, risk, Etc,.

Technology and system feasibility

The assessment is based on an Outline design of system requirements in terms of Input, Processes, Output, Fields, Programs, and Procedures. This can be quantified in terms of volumes of data, trends, frequency of updating, etc. in order to estimate whether the new system will perform adequately or not. Technological feasibility is carried out to determine whether the company has the capability, in terms of software, hardware, personnel and experti.se, to handle the completion of the project.

V. RESULTS AND DISCUSSION

Problem Definition:

The Force com platform is the world s first Platform as a Service (PaaS), enabling developers to create and deliver any kind of business application in the cloud, entirely on-demand and without software.

It's a breakthrough new concept that is making companies radically more successful by letting them translate their ideas into deployed applications in record time. A building, sharing, and running business application has never been so easy.

This is an application project for understanding and demonstrating cloud computing capabilities using Force.com. We use Sales Force features to achieve the goal.

Overview of the project:

This project deals with the concept of cloud computing. This cloud computing capabilities will be achieved by using the salesforce environment.

The main theme of this project is to develop an application in sales force environment. The entire set up will be provided by the salesforce.

The application will be developed in the languages called Visualforce and apex. The two languages will be particularly used in sales force to develop the web based applications.

Initially the user ha.s to register with the salesforce and have to get his ID. This user ID will be used to enter into the salesforce application development environment. The environment will be furtherly used to develop the applications.

The pages setup inside this application will be used to customize the application. There are lots of tabs and links can be created here.

The developer needs to register with the salesforce environment. The application needs to develop in this environment itself.

The application will be completed and launched as a site. This site will work as an application.

Platforms for Cloud Computing

A new twist, the platform in fee cfoud, is making the delivery of application functionality even more interesting. Increasingly, applications that run in the cloud are starting to look less like websites and more like platforms, meaning they are starting to sprout Application Programming Interfaces (APIs), code

libraries, and even programming models. Collectively, these new kinds of development technologies can be thought of as platformsto run apps in the cloud.

Similar to traditional platforms, cloud computing platforms provide tools that allow developers to leverage existing functionality to create something new; however, because these platform tools are accessed freely over the Internet rather than through an operating system or package that was installed on a local machine, developers don't need to worry about the logistics of putting together an executable that will be installed on a user's machine. Anyone with a Web browser can access it!

The possibilities presented by this new type of platform have emerged quickly, spurred on by the popularity of sued-ups—a website or application that combines tools from multiple cloud computing platforms to create new functionality.

Some of the cloud computing platform tools used in today s mash-ups includes innovations like Google's search API, which allows developers to use the power of that search engine in their applications, eBay's APIs for auctions and listings, or Amazon.com's system for creating entirely new storefronts.

Acceptance Testing:

User Acceptance Testing is often the final step before rolling out the application. Usually the end users who will be using the applications test the application before 'accepting' the application.

This type of testing gives the end users the confidence that the application being delivered to them meets their requirements.

This testing also helps nail bugs related to usability of the application.

This application has been tested by using the users and the feedback has been considered.

Implementation:

Salesforce.com organizations contain valuable information about partners, solutions, products, users, ideas, andother business data. Some of this information would be useful to people outside your organization, but only users with the right access and permissions can view and use it. In the past, to make this data available to the general public, you had to set up a Webserver, create custom Webpages (JSP, PHP, orother), and perform API integration between your site and your organization.

Additionally, if user wanted to collect information using a Web form, you had to program your pages to perform data validation.With Force.com sites, we no longer have to do any of those things. Force.com sites enables you to create public websites and applications that are directly integrated with your Salesforce.com organization without requiring users to log in with a username and password.

User can publicly expose any information stored in your organization through a branded URL of your choice. User can also make the site's pages match the look and feel of your company's brand. Because sites are hosted on Force.com servers, there are no data integration issues

VI. CONCLUSION

Salesforce helps in improving performance of business as it provides good platform for building good relation with customer as we can do analysis on historical collected data of customer. Help in need is an app which needa cloud based tool and salesforce is the best option. analysis using dashboard gives an overview which county need more attention to improve business. so we can say Salesforce integrates all the business flow process.

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