



Yeung Business Solutions, Reliant RXs - Boosted Operational Efficiency Through Automation in Zoho One

About Company

Yeung Business Solutions is a specialized compound pharmaceutical company focused on providing customized pharmaceutical products to healthcare providers.

With a commitment to delivering tailored medications and formulations, the company serves a wide range of clients, including hospitals, pharmacies, and healthcare professionals.

Yeung Business Solutions is dedicated to ensuring that patients receive the highest quality, personalized care through its precise and reliable pharmaceutical solutions.

The company operates in a highly regulated industry, where compliance, quality control, and efficiency are paramount. Yeung Business Solutions leverages advanced technologies to streamline operations, improve customer service, and ensure regulatory adherence.

Their offerings include personalized medication formulations, quality testing, and expert guidance on pharmaceutical practices. By continually investing in process automation and data-driven solutions, Yeung Business Solutions enhances internal workflows, reduces errors, and ensures timely deliveries.

With a strong focus on quality and customer satisfaction, the company is committed to meeting the evolving needs of the healthcare sector.

The Challenges

Yeung Business Solutions employed a variety of separate technologies to manage customer connections, track leads, and monitor client interactions. This disjointed approach resulted in walled data, making it impossible for the sales and customer support teams to obtain a consolidated view of client histories, interactions, and service requests.

Without an automated ticketing system, customer assistance was provided manually via emails and phone calls, resulting in poor response times and missed questions.



Managing complicated pharmaceutical orders proved difficult without a common project management solution. Yeung Business Solutions utilized spreadsheets and email to handle orders, create bespoke medications, and meet deadlines. This resulted in inefficiencies, missed deadlines, and difficulty collaborating amongst departments.

This compromised decision-making and limited the company's capacity to respond to market needs or uncover operational bottlenecks.

As a pharmaceutical firm, Yeung Business Solutions was forced to adhere to tight regulatory norms. Maintaining accurate and up-to-date records for audit purposes was a difficult undertaking in the absence of an integrated data management system.

Without integrated analytics, management lacked meaningful insights into corporate performance, customer patterns, and operational efficiency. The inability to measure key performance indicators (KPIs) in real time hampered data-driven decision-making and business operations optimization.

Yeung Business Solutions had difficulties in integrating data from many platforms, resulting in inconsistent and incorrect reporting. The manual process of extracting, converting, and loading (ETL) data from many sources into a single repository was time-consuming and error-prone, limiting proper analysis and reporting.

The Solution

Yeung Business Solutions picked Zoho One to develop an integrated, enterprise-wide solution that would automate essential operations, increase departmental communication, and give real-time data insights.

To solve the issues faced by the organization, the following Zoho apps were implemented by us.

Yeung Business Solutions used Zoho CRM to manage their sales funnel, automate lead capture, track customer interactions, and streamline follow-up activities. The CRM gave the sales staff a 360-degree perspective of each client's journey, allowing them to discover possibilities instantly and give tailored support.

Automated processes in Zoho CRM guaranteed timely follow-ups, reminders, and order confirmations,



lowering the possibility of lost sales opportunities.

Zoho Desk was utilised to improve customer service by automating ticket administration, tracking customer complaints, and streamlining communication with support personnel. The technology enabled automated ticket assignment based on consumer inquiries, prioritisation of important issues, and faster response time.

Integrating Zoho Desk with Zoho CRM gave support agents significant client context, resulting in more effective issue resolution and higher customer satisfaction.

Zoho Mail enabled safe and professional email communication throughout the workplace. Integration with Zoho CRM allowed for automatic email monitoring and recording of discussions inside customer profiles, ensuring that no information was lost and that all interactions were recorded.

Zoho Projects was used to streamline project workflows and manage tasks for pharmaceutical formulations, bespoke orders, and client delivery. The application enabled project managers to assign tasks, establish deadlines, and track progress in real time, ensuring that every stage of the bespoke pharmaceutical order process was completed on time.

Zoho Analytics was created to combine data from several platforms and give actionable insights via customized dashboards and reports. The technology allowed executives to track key performance indicators (KPIs) like as sales, customer assistance, project schedules, and order fulfilment in real time.

Automated reporting replaced human data compilation, resulting in faster decision-making and more effective resource planning.

Yeung Business Solutions utilised Zoho Creator to create a bespoke ETL (Extract, Transform, Load) solution for seamlessly integrating data from several departments and external sources. This custom application extracts data from Zoho CRM, Zoho Desk, and other third-party systems, converts it to a standard format, and loads it into Zoho Analytics for reporting.

The bespoke ETL solution replaced manual data processing and guaranteed uniform, reliable data analysis throughout the business.

Zoho DataPrep was used to clean up and prepare data for analysis. The technology automates the



process of cleaning, filtering, and converting raw data from numerous sources, guaranteeing that the data is ready for analysis without requiring user involvement. This contributed to higher-quality and more accurate reports and insights in Zoho Analytics.

The Benefits

- Increased Efficiency and Automation
- Improved Customer Experience
- Improved Ticketing System
- Streamlined Project and Order Management
- Enhanced Data-Driven Decision-Making
- Improved Data Integration and Compliance
- Stronger Collaboration Across Teams

Conclusion:

When Yeung Business Solutions used Zoho One, it was able to automate and combine its most important business processes. This led to big changes in sales, customer service, project management, and data analysis. Yeung Business Solutions used Zoho CRM, Zoho Desk, Zoho Projects, Zoho Analytics, Zoho Creator, and Zoho DataPrep to make their business more efficient, give their customers a better experience, and make better choices based on data. Now, the company has better tools to grow its business, follow industry rules, and stay ahead of the competition in the compound pharmaceutical market.

About Tangible Analytics Consulting

Tangible Analytics Consulting is a management consulting firm; we provide specialized consulting services, software, research, and outsourced grant writing and administration to government institutions and decision makers. We emphasize the data to develop strategy which has been shown to assist clients achieve specific goals and improving process efficiency. Our skilled staff tries to provide personalized, sensible solutions in a timely and high-quality manner.

We made contracts with municipalities and corporations to provide the best customer service and most effective Zoho Integrations or custom applications. As an Zoho partner, we've developed over 30 custom



applications, become certified in a number of Zoho programs, and assisted over 70 clients with system integrations, including off-the-shelf solutions like Zoho One, and integrations with other third party services via rest API.