

isolutions⁺

SalutaCoach

«We face the challenge of developing an optimal solution for two very different target groups. On the one hand for our customers, but on the other hand also for the coaches. Together with the isolutions team, these challenges were recognized very quickly and within a short time we were already able to use a functioning MVP that met the needs of both user groups. Further development took place in a needs-oriented manner and changes to plans could be quickly incorporated and implemented.»

Angela Metzger, Operation Managerin and Member of the Executive Board

SalutaCoach is a start-up of the University of Basel and offers effective, scientifically based and sustainable health promotion. The goal is to help people increase their personal health literacy and achieve their individual health goals. The coaching platform is an essential factor for successful 1:1 coaching. The secure platform enables the exchange between coach and client, and supports habit change.



As the processes led to numerous additional efforts, SalutaCoach decided to implement a new application. Thanks to the new application for instance communication, planning and surveys are much easier to handle.

Initial situation

SalutaCoach pursues the goal of actively supporting people in the prevention of physical and mental illnesses and empowers them to independently make health-related decisions. Through targeted 1:1 online coaching, employees of companies or private individuals are accompanied by a personal coach (CAS Personal Health Coach). In addition to the online coaching sessions, the contact between the coaching sessions via chat function, as well as the detailed documentation within the framework of a

coaching journal is an important component of the coaching. As well, efficient customer management on the part of the coach is essential for successful coaching. The processes for this were not yet optimal and led to numerous additional efforts for the coaches.

Solution

Together with SalutaCoach, isolutions has developed an application that not only serves as a communication platform for customers and their coaches, but also offers task tracking, enables central knowledge transfer and facilitates customer management for coaches. In addition, the new application also shows progress. Sessions can be scheduled with a coach, appointment invitations can be sent, and session summaries can be shared via the custom solution. Thanks to the connection to Microsoft Teams, video calls can be held easily on all devices, agreements and tips can be exchanged via chat, and images or PDFs can be attached. In the journal, a log of all activities and goals is available to the client and coach at any time. Push

messages remind clients of their sessions, for example, and inform them of new messages from their coach. The coach has the option to preset messages and send them automatically at a desired time. The automations minimize recurring efforts for SalutaCoach and their coaches. Furthermore, SalutaCoach can use easily attached surveys to gather more information about specific topics or customer requests and respond to them quickly.

Benefits

- SalutaCoach has a coaching platform where coaches and clients can exchange chat messages via Microsoft Teams, hold video calls and share knowledge as well as tips. All via one app.
- By connecting to Microsoft Teams, many features could be integrated quickly.
- Customers automatically have an overview of all information and interactions in the app. No more manual effort is required.
- Thanks to the chat function, secure communication between coach and user can be ensured.
- Knowledge transfer via the journal makes the necessary knowledge easily accessible to the user.
- The individual solution offers SalutaCoach an appearance according to their CI/CD - which could not be realized with the standard solution and often made customers uncertain.
- Effective customer management.

100%

increasing the reliability
of planning

80%

increasing the user
experience of coaches



device independence
for coaching

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Partner profile

#weshapethefuture

Founded in the civil defense cellar by three visionaries from the Bernese Oberland, isolutions has been accompanying companies into the digital future since 1999 as the largest dedicated Microsoft one-stop-shop in Switzerland. We integrate Microsoft services in a way, that adds value and has a positive change in the corporate culture.

Supported by over 200 passionate minds consisting of business and technical consultants, change makers as well as software developers, architects and cloud natives, we are driven to peak performance by our customers and their challenges. Together with customers from different industries, we build the bridge to the tech giant Microsoft. All with one goal: To create the best employee and customer experience in order to achieve competitive advantages.

Customers love our inspiring corporate culture, which is contagious. It successfully supports and overcomes organizational or technological challenges. Together with them, we shape the future of teams, products, companies and entire industries.

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