Case Study

Migrating Web-Based Sales Cloud CRM App on New User Interface for Leading Re-Insurer

Client

Integrated reinsurance broking, analytics, strategic, and capital advisory services for insurance companies, with 90-year history of providing integrated solutions to the (re)insurance industry.

Challenges

- Upgrade customized sales cloud org to Lightning Experience– improved user experience from Salesforce with intention to enhance sales team performance
- Leverage Lightning components to reduce development timelines on future enhancements
- Enhance business user experience

LTIMindtree Solution

- Multiple Lightning page creation (for Accounts, Opportunity, Case, and Visit reports), with enhanced user experience
- Detailed recommendations based on UXD designs and lightning compatible components for key objects
- Systematic UX implying repeatable patterns for designers, and familiar experiences for users
- Utilized LTIMindtree solution accelerators for speed to market

Business Benefits

- Reusable Lightning components reduced the development estimates for future enhancements
- Facilitated by drag and drop features, building customized pages and responsive apps is much easier
- Using Lightning Design System, created modern, consistent custom apps unified with the Salesforce user experience
- Enabled accounts and deals update from anywhere with mobile compatible reports and dashboards