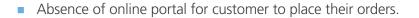




Case study

Next Generation User Experience with SF Community Cloud

LTIMindtree helped a German gypsum manufacturer create next-generation user experience for their customers with the Salesforce Community Cloud. Customers can now order materials online and track order status.





- There was no IoT set up to send information about level of material in the container to the system.
- No Integration with SAP backend to track end-to-end order status.
- No automated mechanism for order Intake employees were creating backlog view of customer orders & assigning orders manually.



- SF Community Cloud was set up to enable customers to login and place the order of materials online directly.
- The modern user experience provided customers with all the information they need anywhere and anytime.
- SF Cloud with SAP was integrated for master data and orders via Mulesoft.
- IOT cloud was set up to capture information from sensors. This helped customers and the team to visualise current quantity of material in the container.



- Efficient order planning and container assignment.
- Single view of the customer across sales cycle.
- Improved customer experience by setting up IoT cloud.
- Real-time reporting for quick insight-to-action.
- Auto-assignment of orders to the team based on criteria.
- Order time cycle reduced by 25-30%.

LTIMindtree is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 700 clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by 84,000+ talented and entrepreneurial professionals across more than 30 countries, LTIMindtree — a Larsen & Toubro Group company — combines the industry-acclaimed strengths of erstwhile Larsen and Toubro Infotech and Mindtree in solving the most complex business challenges and delivering transformation at scale. For more information, please visit https://www.ltimindtree.com/