



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.



Challenges

- Absence of online portal for customer to place their orders.
- 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.



LTIMindtree Solution

- 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.



Business Benefits

- 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%.

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