



CASE STUDY

**Customer portal  
transformation  
impacting 98% of  
airports and all airlines**

## Client overview

With over 60 years' experience, the client offers services to over 400 air transport industry members and more than 3,200 customers, supporting them globally in over 197 countries and territories.

## LTIMindtree engagement overview

As one of the world's leading providers of global information and telecommunications solutions to the air transport industry, they were looking for a way to do more with less and sought out LTIMindtree as a partner to help consolidate a plethora of technology platforms.

## Client business challenge

- Built in 2008 on Liferay, the client's portal was hosted in its data center, had poor user experience, and lacked advanced capabilities like mobile accessibility, ease of use, and ease of feature upgrades.
- The client was looking for a modern web solution that could also extend and provide multiple capabilities through one centralized hub—including Customer Portal, Self Service, Knowledge Base, eCommerce, CPQ, etc.

## Solution highlights

LTIMindtree's Salesforce practice, Magnet360, created a next-gen customer portal on Salesforce's Community platform. Twelve systems were migrated to one Salesforce user interface—creating an enhanced desktop/mobile/tablet-friendly customer portal.

- Migration from Liferay to Salesforce Community Cloud for new customer portal.
- Migrated existing customer portal data to Salesforce.
- Enhanced user experience with Salesforce Lightning.
- Case Management in one location to track and manage service requests.
- Migrated all existing users.
- Seamless business process via SSO Integration—ServiceNow and SAP Business Reporting.

Magnet360 created single sign-on for various systems so the client could view their billing records and software usage data—reports in SA, service management portal, and billing.

- Their customers can now view the client’s product catalog, buy products, and track order status.
- The client can see if they need to order new hardware or software.

Built an online e-commerce store so customers can order products and services.

- Invoice generation.
- Billing referential.
- Drive simple and low-value purchases online.

## Technology landscape

- Salesforce Sales Cloud.
- Salesforce Community Cloud.
- Salesforce CPQ.
- Salesforce Lightning.

## Client value delivered

- Integrated source of information for airport solutions.
- Ability to process \$1.5M+ billing and invoices.
- Improved customer retention and internal stakeholder collaboration.
- Made the customer user experience quick and simple during logins by utilizing a single point access of multiple applications.
- Online Store—view product catalog, buy products, and track order status.
- Cost savings through decommission of physical infra and reduced maintenance cost of legacy portals.
- Scalable and flexible architecture with new functionalities and features.

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