Customer and Partner Community implementation

Company overview

Customer is a UK based Hi-tech firm that provides monitoring & tracking services to the global maritime sector.

Solution 1

We created a customer community that allows their commercial customers to login, amend cases, view and raise orders and give feedback. Customers can now manage all of their interactions through one centralized platform. The biggest impact they have seen, is that it has enabled them to globalize a lot of their business processes meaning they are no longer limited to their UK hub in UK hours.

Solution 2

The community we developed with the client, on behalf of one of their government clients, enables their end users to login and manage their interactions with the government. This allows them to make sure that all of their records are up to date and has been essential in ensuring that they are compliant with certain important regulations.

Challenge

They needed a centralized system that would enable them to globalize all of their services and manage all of their customer communications and interactions. Also needed to build a platform for one of their government clients that would allow their users to seamlessly and efficiently communicate directly with the government.

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