



## Customer and Partner Community implementation

### Challenge

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

### Idea

- Created a customer community that allows their commercial customers to login, amend cases, view and raise orders and give feedback.
- Community cloud helped manage business processes enabling them to expand beyond UK hub and UK hours.
- Community developed with the client, on behalf of a government client, enabled their end users to login and manage their interactions with the government.

### Business Benefits

- Customers can now manage their interactions through one centralized platform.
- Enabled the company to globalize their operations.
- Because of easy communication, the records are maintained well which in turn ensures compliance with important regulations.

### Client Description

- UK based Hi-tech firm providing monitoring & tracking services to the global maritime sector.

## About CloudChillies

CloudChillies' Salesforce Certified professionals have the knowledge and passion to solve problems - big and small - and deliver Salesforce projects successfully and affordably. We have years of experience in all facets of Salesforce, covering cloud advisory, Salesforce integration services and Lightning platform development.

We assess your needs to provide maximum value through IT to increase your impact and achieve your mission.



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