Enabling future ready agile enterprises

Establishing an engaged UI through salesforce lightening for a water treatment company

Introduction

HCL helped a leading US-based water treatment and waste management utility company re-invent its UI with Salesforce Lightning and improve collaboration through single-sign on and unified knowledge repositories.

Business **Challenges**

- To have Salesforce as a single place for knowledge articles and decommission the file server where knowledge articles are maintained.
- Replace the existing advanced document library search functionality in java with community using lightning
- Integrate with existing eStore (Cloud Craze) for order history and reorder functionality from new community to improve online sell.
- Improved collaboration by providing options to raise request for address change, account profile change, sales enquiry etc.
- Improved and engaging UI using Salesforce Lightning.
- Single Sign-On for community with active directory and Cognito as identity provider

Our **Solution**

- Engaged with customer to define and implement lightning community
- Role based access to community for information, collaboration and any activity.
- Architect and design community, considering the new user registration process based on Cognito, AWS integration for advance search and integration with cloud craze.
- Use of lazy loading technique on the Orders functionality to improve performance
- Extend case management module to handle new type of cases and use of custom assignation process.
- Extensive use of lightning concept to have engaging UI
- Custom advance search feature on knowledge articles to have more control on results
- Use of Lightning File Library, HTML Components to enable access to Salesforce files and documents
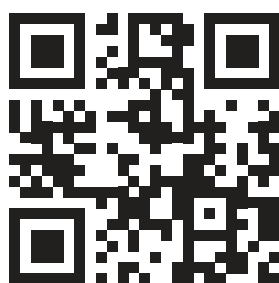
Business **Impact**

- Built a scalable architecture for the client
- Agile delivery model with defined phase wise scope for each release
- Improved and engaging UI using Salesforce Lightning
- Mobile compliant and Seamless navigation (SSO)

Write to us at **digitaltransformation@hcl.com**