



# **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





## 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



- 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



HCL Technologies (HCL) empowers global enterprises with technology for the next decade today. HCL's Mode 1-2-3 strategy, through its deep-domain industry expertise, customer-centricity and entrepreneurial culture of ideapreneurship<sup>™</sup> enables businesses to transform into next-gen enterprises.



HCL offers its services and products through three lines of business - IT and Business Services (ITBS), Engineering and R&D Services (ERS), and Products & Platforms (P&P). ITBS enables global enterprises to transform their businesses through offerings in areas of Applications, Infrastructure, Digital Process Operations, and next generation digital transformation solutions. ERS offers engineering services and solutions in all aspects of product development and platform engineering while under P&P. HCL provides modernized software products to global clients for their technology and industry specific requirements. Through its cutting-edge co-innovation labs, global delivery capabilities, and broad global network, HCL delivers holistic services in various industry verticals, categorized under Financial Services, Manufacturing, Technology & Services, Telecom & Media, Retail & CPG, Life Sciences, and Healthcare and Public Services.

As a leading global technology company, HCL takes pride in its diversity, social responsibility, sustainability, and education initiatives. As of 12 months ending on March 31, 2020, HCL has a consolidated revenue of US\$ 9.94 billion and its 150,000+ ideapreneurs operate out of 46 countries. For more information, visit www.hcltech.com