Setlerz

salesforce PARTNER

CASE STUDY · ENERGY & UTILITIES

A 360-degree view across service, partners, and customers

Service, partner, and customer community clouds unified on Lightning with single sign-on.

3 community clouds | **Lightning** | **Single sign-on**

01 The Challenge

Service and customer data were siloed between partner and customer operations, blocking the cohesive 360-degree view the client needed to drive customer success.

02 The Approach

We built a Salesforce roadmap aligned to that goal and delivered a service portal spanning service, partner, and customer community clouds on Salesforce Lightning, with single sign-on — one of the client's earliest efforts in this space.

03 The Outcome

Service, partner, and customer community clouds unified on Lightning with single sign-on across portals.

See how we can do this for you

Talk to a certified Salesforce consulting partner.

Book a call