



ZenSār

SalesForce implementation using Lightning Technology

CASE STUDY

Salesforce implementation for futuristic Lightning Technology

Client is a conglomerate that develops, manufactures, and sells networking hardware, telecommunications equipment, and other high-technology services and products

Highlights

Zensar aligned with the client's IT team and prepared a road map to leverage the futuristic 'Lightning for Salesforce' to deliver a top-notch Customer Community portal for client's customers. The project was one of the first few projects to be implemented on recently release Salesforce Lightning framework. Zensar team took the initiative to learn and implement the project successfully and created reusable components. The community also has features like integration with LDAP for single sign on, knowledge base sharing and closed loop feedback mechanism to track closure of all feedback received.

Company:

Network equipment manufacturer manufacturers

Headquarters:

San Jose, CA, USA

Industries:

Hi-Tech Manufacturing

Products and Services:

Network devices and equipment

Employees:

More than 73,000

Total Assets:

\$ 140 Billion

Business Benefits

- The Customer community portal has been very well received by the Cisco customers.
- The self-service portal has led to a 30% reduction in the AHT of customer cases.
- Lightning for Salesforce has enabled the portal to be accessible across all Mobile platforms and devices

Challenges

- Implementing an effective Customer and Partner portal for self-service and customer case management.

Top Benefits Achieved

