

# Customer Community Cloud w/ Lightning Design System

## Rockpool Investments LLP

### COMPANY OVERVIEW

Rockpool Investments LLP is a financial company that helps build wealth for clients through direct investment in private companies. Their experienced team provides a thorough analysis to clients. Rockpool Investments LLP also contributes to the success of companies by giving them a source of flexible capital.

### COMPANY PROFILE

LOCATION *London, England, UK*

EMPLOYEES *33*

INDUSTRY *Financial Services*

COMPETITOR *None*

SOLUTION(S) *Community Cloud*

GO LIVE DATE: *10/01/2016*



### CHALLENGE

- Rockpool Investments LLP needed to provide customers more information about their investments and allow them the ability to request investment opportunities through a customer community.
- Rockpool needed to provide transparency with their 2500+ Investors.
- The community needed to be responsive for desktop and mobile devices.

### SOLUTION

- Create a new customer community that can access existing data in their Salesforce org and display this data to the client.
- Used Salesforce's Lightning Design System (SLDS) and use the grid system to make sure the content on the community is responsive on screens of all sizes.
- Apply custom Rockpool branding on the customer community.

### RESULTS

- Clients can view their acknowledged requests and pending requests for investment opportunities.
- Access to view all of the opportunities that they can request and provides the ability to submit a new request on opportunity of interest.
- A feature that shows 6 different reports based on the accounts they select.
- Access to training videos.
- Ability to download tables of financial data and reports.
- Ability to download training documents.

# More Detailed Info and Quantitative Results

## Color Commentary and Notes About Details of Deal or Implementation

### NOTES

- All pages are responsive so that when viewing on a small device or on a browser that has been shrunk to a small width, it will still render with a clean user interface and not lose any user experience.
- Six of the pages have data tables which have many columns that span past the appropriate width of a small mobile device. To accommodate this, we developed a mobile version that shows a small subset of the data and a button to switch to the “desktop view” which then shows the full version, and with option to scroll to the right to see everything.
- Salesforce Lightning Design System was used as the framework to build the site and some classes were adjusted to follow the client’s branding.
- 16 pages of content were created.

### QUANTITATIVE RESULTS IF AVAILABLE

- # of users/investors 2,500 in the current community and expected to grow to 5,000 - 10,000
- \$260 million in investments managed in the current community.

# Solution Detail

## MORE DETAILS

Competitors of Salesforce engaged in sales cycle:	<i>No</i>
Previous technology replaced by Salesforce:	<i>No prior technology before Salesforce</i>
Salesforce products deployed:	<i>Community Cloud, Sales Cloud</i>
Customer Business Model (B2B, B2C, or Both)	<i>B2C</i>
Salesforce Product features:	<i>Mobile, Community</i>
If using Service Cloud, list use case (e.g. customer support, call center, field service, telesales, etc)	<i>N/A</i>
Integrations:	<i>No</i>
AppExchange Apps/Partners	<i>No</i>
Solution 'Go Live' date:	<i>10/01/2016</i>

## Welcome Joe

Your relationship partner is



Tommy O'Sullivan

Call 020 70152156

EMAIL TOMMY

EMAIL CLIENT SERVICES

Invest in private companies to tap into the passion of owner managers plus a range of generous tax savings. Our service is transparent and flexible, with no charges for investors.

WHAT NEXT ?

## Latest



▶ [Great British Botanical Growth Loan](#)



▶ [Interview](#)



▶ [Loan Portfolio Service](#)

### Contact Us

020 7015 2150

[team@rockpool.uk.com](mailto:team@rockpool.uk.com)

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Open + Closed

All Strategies

View All



### Knomo Growth Equity

Knomo's range of bags, purses, covers and cases combine organisation, technology and style, providing 'beautiful

★ Open offer



### Chicago Rib Shack Growth Equity

Chicago Rib Shack operates restaurants under its well-known brand, offering high quality ribs and other "fast casual"

★ Open offer



### Great British Botanical Growth Equity

Hartley Botanic manufactures premium glasshouses, generating sales of £7.0m last year and growing strongly. Great

★ Open offer



### Great British Botanical Growth Loan

Hartley Botanic manufactures premium



### Growth Power Asset-rich Loan



### NCE Computer Growth Equity

Open + Closed

All Strategies

View All



### Knomo Growth Equity

Knomo's range of bags, purses, covers and cases combine organisation, technology and style, providing 'be

★ Open offer

### Knomo Growth Equity

Growth Equity



Knomo's range of bags, purses, covers and cases combine organisation, technology and style, providing 'beautiful intelligent' accessories for fashion conscious, 'constantly on the move' professionals. With current revenues of £6m, retail presence in 40 countries and a fast-growing e-commerce channel, Knomo is poised for rapid growth.

Testing another paragraph.



### British Botanical Growth

botanic manufactures premium es, generating sales of £7.0m and growing strongly. Great

ffer



### Great British Botanical Growth Loan

Hartley Botanic manufactures premium

Image Coming Soon



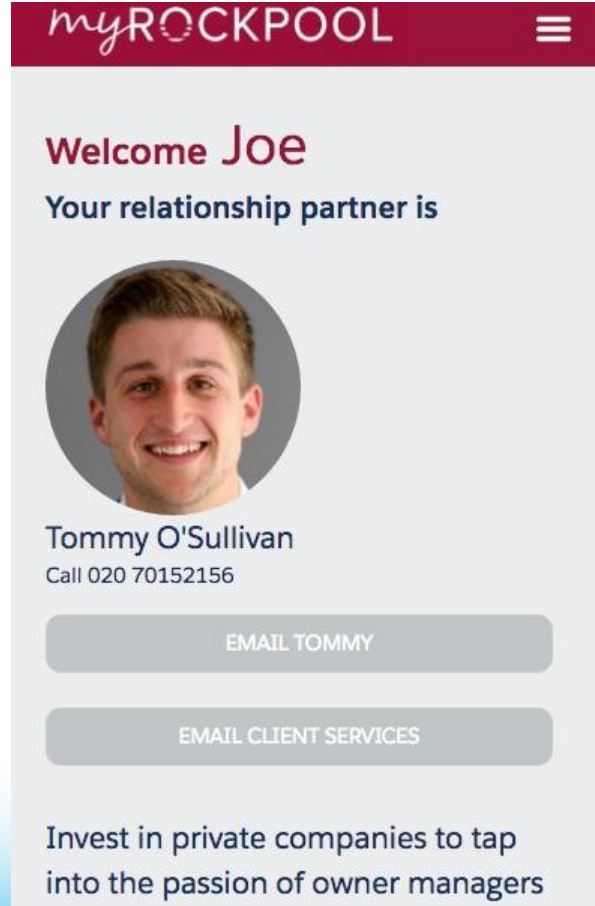
### Growth Power Asset-rich Loan

Image Coming Soon



### NCE Computer Growth Equity

# Mobile Home Page




The image shows a mobile application interface for 'myROCKPOOL'. At the top is a dark red header with the brand name 'myROCKPOOL' in white, where 'my' is in a script font and 'ROCKPOOL' is in a sans-serif font. To the right of the header is a white hamburger menu icon. Below the header, the text 'Welcome Joe' is displayed in a dark red font, followed by 'Your relationship partner is' in a dark blue font. A circular profile picture of a smiling man, Tommy O'Sullivan, is centered. Below the photo, his name 'Tommy O'Sullivan' is written in a dark blue font, with the phone number 'Call 020 70152156' underneath. There are two rounded rectangular buttons: the top one is labeled 'EMAIL TOMMY' and the bottom one is labeled 'EMAIL CLIENT SERVICES'. At the bottom of the page, a dark blue text block reads 'Invest in private companies to tap into the passion of owner managers'.

myROCKPOOL

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EMAIL CLIENT SERVICES

Invest in private companies to tap  
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# Mobile Navigation



Home

Opportunities

Reserved

Portfolio

Services

Logout

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