SI Partners – Customer Success Story – Southern Light

Custom maps in Salesforce

COMPANY PROFILE

LOCATION	*Alabama, United States*
EMPLOYEES	*101-500*
INDUSTRY	*Telecommunications*
COMPETITOR	*None*
SOLUTION(S)	*Sales Cloud*
GO LIVE DATE:	*07/19/2016*

southern light

COMPANY OVERVIEW

Southern Light is the leading provider of fiber optic networks and high-capacity transport solutions in the Southern United States. The company delivers affordable, high-bandwidth services to wireless carriers, government entities, and businesses, keeping locations connected to one another and the world.

CHALLENGE

- Embed a Google map into a Visualforce page that would use specified GPS fields from the viewed record to mark the location on the map. Also required the ability to load a KML overlay to the map from a source outside of Salesforce.

- Security of the maps was a high priority.

SOLUTION

- Designed a custom Visualforce page with an embedded Google map that was able to use Google API codes and JavaScript to pull the required information from both the Salesforce record as well as a Google Storage solution that would allow access to the required KML file.

- The page was then loaded into two custom objects one of them implemented via a Visualforce page.

RESULTS

- The solution is a major usability improvement in its dynamic nature to pin point fiber optic network locations at the click of a button, dramatically improving the speed of agent workflow using external and internal data sources.

- Provided the ability to verify latitude/longitude.

PASSAGE TECHNOLOGY

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More Detailed Info and Quantitative Results

Color Commentary and Notes About Details of Deal or Implementation

NOTES

This solution required a mix of Google API as well as Salesforce Visualforce and Google maps.

QUANTITATIVE RESULTS IF AVAILABLE

N/A

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Solution Detail

Competitors of Salesforce engaged in sales cycle:	*None*
Previous technology replaced by Salesforce:	*N/A*
Salesforce products deployed:	*N/A (Mature Salesforce org)*
Customer Business Model (B2B, B2C, or Both)	*B2B*
Salesforce Product features:	*Custom Objects, Visualforce*
If using Service Cloud, list use case (e.g. customer support, call center, field service, telesales, etc)	*N/A*
Integrations:	*SL Google Maps*
AppExchange Apps/Partners	*N/A*
Solution 'Go Live' date:	*07/19/2016*