



Automating for a Leading Non-profit Scientific and Educational Organization

Company Overview

Location : Worldwide
 Industry : Non-Profit
 Technologies Used : Visualforce, jQuery

Challenge

- * Client's business involves providing grants to stakeholders. They follow a tedious process of maintaining data using excel sheets for all approvals and tracking processes.
- * Each executive who manages an account interacted with stakeholders who apply for a grant and the supervisors who review it. They also had to manage interfaces for both entities.
- * It was a manual and time-consuming process involving over 7000 users.
- * Through a revamp, they wanted to grant access to solutions to user representatives.
- * They wanted a consolidated view of grants and reviewers, regardless of the channel.
- * They wanted to automate analytics of the communities leveraging the Salesforce lightning platform.
- * They wanted to automate the process of giving grants to create a more robust and user-friendly system.

Solution

- * Dazeworks proposed that the entire grantee and review process be managed through Salesforce to overcome the challenge of handling the two different entities.
- * Salesforce is easily scalable and user-friendly. Salesforce helped in automating the steps by speeding up the grants process.
- * Lightning components were developed with the Community Cloud implementation making user-involvement easy.
- * Reports were provided that gave analytics of the grantee and reviewer portal.
- * Lightning components were implemented through jQuery giving the solution a modern, polished and state-of-the-art user interface.

Result

- * Our client was able to carry out community implementation and analytics within Salesforce itself.
- * The team has real-time visibility and can communicate with each other through a chat system.
- * The user-friendly user interface in the Lightning app makes it easy to view.
- * With everything being managed through a single interface, the productivity and effectiveness of the executives and the entire user-based process have seen a huge increase.
- * As a result, the ROI of the system has increased to 52% with an exponential increase in the user base to more than 7000.