

## CASE STUDY

# Declarative Development

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## Top 5 Global Hotel Chain

A Top 5 hotel chain partnered with outside contractors to implement a custom solution primarily through Apex custom code. Over time these components became outdated, exhibited defects, and, in some cases, stopped functioning, causing larger issues to the environment, and preventing hotel associates from performing their jobs. Ultimately, **mounting tech debt and unusable Apex-based components** made their current Salesforce implementation unsupportable.

Using Salesforce best practices and declarative solutions, the CapTech team built **no-developer-needed declarative functionality** ("clicks not code") and empowered the client to understand, own, and ultimately improve their solution including:

- Developing a **bespoke UX platform** for hotel opening services and project management
- **Retiring technical debt** and unnecessary code by replatforming onto native force.com out-of-the-box components
- Empowering users and the client's administrative team to own and improve the platform without a third party

