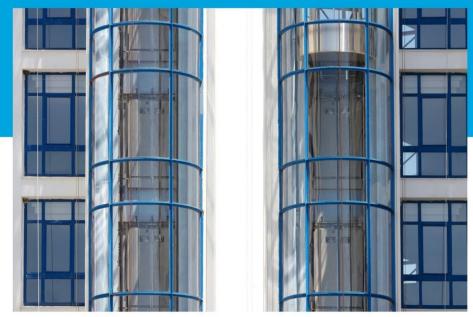# Top 5 Global Hotel Chain Worldwide

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Salesforce Custom Development  - Salesforce Communities



A top tier hotel chain had difficulties communicating information across thousands of end-users. They needed a digital median to distribute information to maintain great relationships with their stakeholders.

Their Salesforce org had a robust amount of information on property, personal, and account information. However this data deemed to be out of date… As well as echoing important information to all their stakeholders, they also needed a digital median for their end-users to provide up to date information about themselves.

- Created a **custom portal** for access to custom tools, and for valuable information. Allowing users to seamlessly find valuable information and edit their personal information.
- Designed and developed different web applications to gather over **1600 data points** that improved **data quality**, and **integrity**.
- Developed an **annual digital campaign** to gather data and re-enlist or enroll thousands of end-users to exclusive benefits **digitally**.
- Pages have a **responsive design** and are mobile friendly

- **Leveraged Salesforce communities** to host all custom web applications and web pages. Empowered the client to maintain their **branding standards** within their Salesforce Org.
- Built out many automations for internal Salesforce users utilizing **lightning flow**, speeding up **internal data change processes**.
- Enriched their Salesforce org with **powerful automations** and **validations** that eliminated manual business processes.
- Increased **visibility** for our client so they can make key business decisions based on accurate information.