

# Chemical Catalyst Communities Portal

The Chemical Catalyst Communities Portal is a customer application that provides marketing, sales, technical service and customer related information to our clients' customers, partners and agents. It is designed to support multiple business segments, each with unique data and security needs.



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## Business Situation

- The previous system was developed 18 years ago and the background technologies (ASP, COM components and VB) had been out of support for the past several years.
- The outdated server platform (Windows 2003) posed an IT security risk.
- The design (User Interfaces, output documents) had become stale since it was originally designed two decades ago and was not meeting today's branding needs.
- Customers from different regions used different system to achieve similar functionalities and therefore differ in their presentations and customer experience.
- The current application is not accessible on Tablet and Mobile.

## Solution

Business already had industry leading SaaS technology – Salesforce Sales Cloud, which is a CRM platform designed to support sales, marketing and technical services.

The approach involved:

1. Design and implement a Customer Portal using Customer Community cloud by extending the current Salesforce.com platform that business uses. This portal served as a central place for the customers to access all their reports as well as it provides the several features to collaborate and communicate with the customers. This portal contained the following functionalities:
  - a. File sharing
  - b. Library
  - c. Discussion Groups
  - d. FAQ (Topic)
  - e. Online reports
  - f. Mobile Access
  - g. Emulation (Business users are able to login as customers and validate the data)
  - h. Dashboard

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2. Data is collected from lab and SAP into Business Data Centre and then the required data is pushed into cloud database created by Amicus.
3. Developed custom web API on AWS for generating complex report data (pdf and Excel) and provide sample data to Customer Portal in Salesforce.com.
4. Security is setup in Salesforce to manage the functional and data level permissions. This lets the customers view only the data that they have access to.
5. The report is displayed in tabular and chart format in the online portal based on the AWS data. The customers can also download the reports from the portal.
6. System also sends reports as Excel/ XML and transfer over Email or SFTP. This serves the purpose to send the report directly to customers who don't need to login to portal.
7. Usage reports- Following usage reports are created for the business to analyze the data
  - Search Engine Report - This report should show the details of the searches made within the website by different Users
  - Error Log Report - The system shall have a report to list all login errors like bad password, IP Issue, unknown user, and account locked etc.
  - User Configuration Report - The system shall allow to print a report listing all access to a user or to users of a customer.
  - User Profile Report - The system shall allow to print a report listing all details of user.
  - Email Log Report - The Email Log Report shows the log of all the email sent through the system with details like user (sender), the recipient, date and time and attachment name.

## Solution Benefits

- Mitigate security risks and avoid business disruptions due to unsupported platform and operating system.
- Reduce on premise server footprint by moving into SaaS/AWS cloud environment.
- Business would be able to manage the content and security themselves.
- Provide centralized platform for commercial teams to see CRM and technical data by leveraging the existing Salesforce foundation

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- Develop platform to share and collaborate with customers & partners more effectively to build and maintain customer relationships
- Develop a standard global reporting security management system with consistent templates for different reporting to support one harmonized process & standardized customer reporting internally & externally.

## About Amicus Technology

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Amicus Technology is a fast-growing company providing software development and IT consulting services to global enterprises for their business-critical challenges. Amicus Technology is a client centric global software development company providing software development, research, and web development, IT outsourcing services along with optimization and consulting services for your mission-critical business challenges. A company known for its comprehensive portfolio of services in domains like manufacturing, education, telecom and construction.

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