



The Problem:

When Congress passed the CARES Act and created the Paycheck Protection Program for businesses, Skyway Capital Markets wanted to have an efficient, intuitive portal built to collect documents for processing applications on behalf of their customers, before their competition did.

The Architecture:



Communities



Lightning

The Solution:

Skyway Capital brought the problem to our team on Sunday March 29th and within THREE days, we deployed a fully functional portal. Leveraging Salesforce Communities and custom Lightning components, the team at CloudFirst Labs was able to:

- Allow existing or new customers to self-register and self-service.
- Customers could easily upload the necessary documents and provide required information.
- Link the Portal activity to a new Opportunity including file uploads
- Show the Portal user the status of their application.
- Allow Skyway agents to use the power of Salesforce to communicate to those users via mass emails and updates.
- Skyway was operational and processing loans before area banks such as SunTrust, Valley National and Synovus.
- All of Skyway’s loan applicants received funding in the first round because of the speed at which Skyway as able to deploy and collect information