



# Next Generation User Experience with SF Community Cloud

Mindtree helped a German gypsum manufacturer create next-generation user experience for their customers with the Salesforce Community Cloud. Customers can now order materials online and track order status.



## Challenges

- Absence of online portal for Customer to place their orders.
- There was no IoT set up to send information about level of material in the container to the system.
- No Integration with SAP backend to track end-to-end order status.
- No automated mechanism for Order Intake - employees were creating backlog view of customer orders & assigning orders manually



## Solution

- SF Community Cloud was set up to enable customers to login and place the order of materials online directly.
- The modern user experience provided customers with all the information they need anywhere and anytime.
- SF Cloud with SAP was integrated for master data and orders via Mulesoft.
- IOT cloud was set up to capture information from sensors. This helped customers and the team to visualise current quantity of material in the container.



## Benefits

- Efficient Order planning and container assignment.
- Single view of the Customer across sales cycle.
- Improved customer experience by setting up IoT cloud.
- Real-time reporting for quick insight-to-action
- Auto-assignment of orders to the team based on criteria.
- Order time cycle reduced by 25-30%

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## ABOUT MINDTREE

Mindtree [NSE: MINDTREE] is a global technology consulting and services company, helping enterprises marry scale with agility to achieve competitive advantage. "Born digital," in 1999 and now a Larsen & Toubro Group Company, Mindtree applies its deep domain knowledge to 300+ enterprise client engagements to break down silos, make sense of digital complexity and bring new initiatives to market faster. We enable IT to move at the speed of business, leveraging emerging technologies and the efficiencies of Continuous Delivery to spur business innovation. Operating in 18 countries and over 40 offices across the world, we're consistently regarded as one of the best places to work, embodied every day by our winning culture made up of over 21,000 entrepreneurial, collaborative and dedicated "Mindtree Minds."