



Let's Solve

Case Study

Migrating web-based
Sales Cloud CRM app on new
user interface for Leading Re-insurer



A Larsen & Toubro
Group Company

Client

Integrated reinsurance broking, analytics, strategic and capital advisory services for insurance companies, with 90-year history of providing integrated solutions to the (re)insurance industry.

Challenges

- Upgrade customized Sales Cloud org to Lightning Experience- improved user experience from Salesforce with intention to enhance Sales team performance.
- Leverage Lightning components to reduce development timelines on future enhancements.
- Enhance business user experience.

LTI Solution

- Multiple Lightning page creation (for Accounts, Opportunity, Case & Visit reports), with enhanced user experience.
- Detailed recommendations based on UXD designs and Lightning compatible components for key objects.
- Systematic UX implying repeatable patterns for designers, and familiar experiences for users.
- Utilized LTI Solution accelerators for speed to market.

Business Benefits Delivered

- Reusable Lightning components reduced the development estimates for future enhancements.
- Facilitated by drag and drop features, building customized pages and responsive apps is much easier.
- Using Lightning Design System, created modern, consistent custom apps unified with the Salesforce user experience.
- Enabled accounts and deals update from anywhere with mobile compatible reports and dashboards.

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