

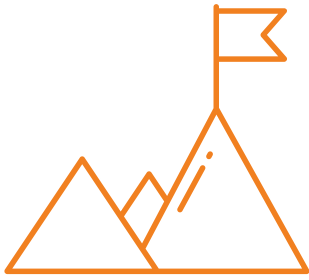


## Case Study

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# Enhanced Dealer Experience on Salesforce Portal for South Korean Consumer Financial Services Giant

The client is a South Korean provider of consumer financial services, ranging from auto-financing and private financing to corporate financing.



## Challenges:

The client wanted to define a scalable architecture that could enable future growth and enhance collaboration with their dealer network by implementing Salesforce Partner Community and Salesforce Content Management System (CMS). Other challenges included:

- A non-dynamic portal involving more than 10+ manual processes
- High reliance on in-person follow-ups and telephonic updates
- Ineffective and paper-based reporting practices

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## LTI Solution:



Adopted a UX approach to re-design the portal and analyze the current definition and recommended future persona and journey maps, and interviewed 18+ personnel across eight business units of the organization.

Provided dynamic dashboards offering real-time performance insights and decision-making capabilities leveraging advanced analytics.

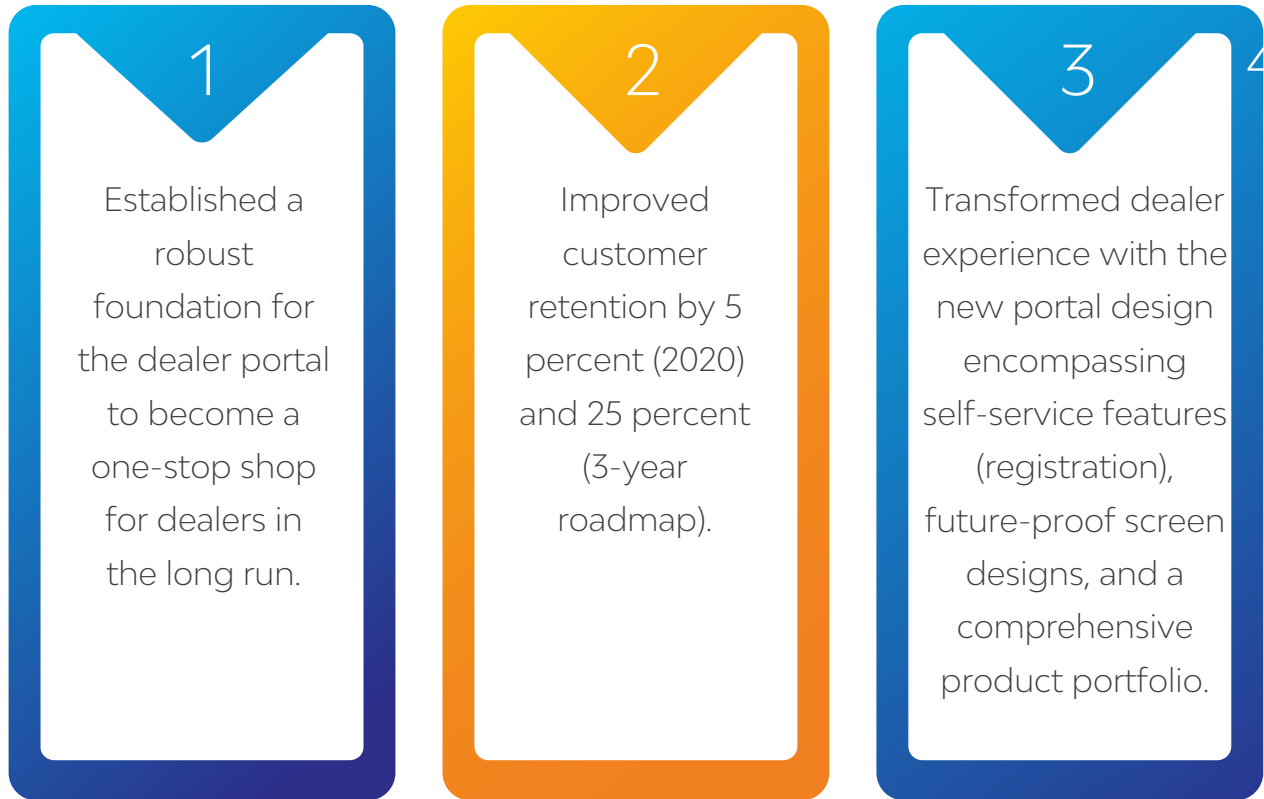


Developed portal pages using partner communities, and accelerated custom development and configuration using Salesforce lightning components.



Shared recommendations to harmonize and maximize the utilization of existing Salesforce products in the client ecosystem.

## Business Benefits:



LTI (NSE: LTI) is a global technology consulting and digital solutions Company helping more than 400 clients succeed in a converging world. With operations in 31 countries, we go the extra mile for our clients and accelerate their digital transformation with LTI's Mosaic platform enabling their mobile, social, analytics, IoT and cloud journeys. Founded in 1997 as a subsidiary of Larsen & Toubro Limited, our unique heritage gives us unparalleled real-world expertise to solve the most complex challenges of enterprises across all industries. Each day, our team of more than 35,000 LTItes enable our clients to improve the effectiveness of their business and technology operations and deliver value to their customers, employees and shareholders. Follow us at @LTI\_Global

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