DemandBlue re-modeled the client's community portal to improve data security and achieve rich user experience.

About the Client

The client is a trade association in North America that represents, give trainings to, and protects construction workers, shipbuilding and metal fabrication employees.

Solution

- Enhanced the existing customer portal built on Experience Cloud to create a compelling, user intuitive home page to display all the required data based on user permissions

- Empowered the customers to seamlessly share cases.

Benefits

- ✓ Improved user experience thereby user adoption

- ✓ Enhanced data security with user access controls

- ✓ Increased the scalability to handle large case data effortlessly.

- ✓ Achieved faster implementation using Flows and LWC.

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