



Social Entrepreneurship Development Accelerator

Miller Center is the largest and most successful university-based social enterprise accelerator in the world. Founded in 1997, Miller Center is one of the three Centers of Distinction at Santa Clara University, located in the heart of Silicon Valley.

Challenges

Miller Center is using Salesforce as their CRM and Custom Lightning Communities for streamlined flows. They faced a lot of dependency in Classic UI. But staying in classic UI had its own challenges for the client, detailed below

- Not being able to leverage new functionalities released by salesforce
- Salesforce classic UI is not accessible for mobile applications
- Classic UI does not support Forecast and Einstein activities
- App Exchange is releasing various Lightning specific apps to smoothen the user experience.
- Classic UI does not support feature like 'Tips' which provides additional tips for creating reports, dashboards etc in Lightning

All this prompted the client to migrate to Lightning Experience, but without impacting the status quo with respect to user experience and adoption.


Solution

Having successfully completed numerous Lightning Migration projects for customers in various verticals, DemandBlue's expertise in Lightning migration is enviable. Using a well perfected Lightning migration template and a generous dose of reusable components, DemandBlue seamlessly migrated the client's UI to LEX (Lightning Experience). DemandBlue planned, executed, and delivered the migration on time. DemandBlue maintained user stories in Jira in a proper way, which helped client to update their clarifications easily.

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Benefits to the clients

- Client migrated all its users to Lightning in order to provide the new super-engaging experience for all its internal users
- The implemented solution was planned in such a way it did not impact the user interaction with Salesforce and required very little user training
- The lightning migration was performed seamlessly and did not cause any impact to the routine processes.
- Lightning experience in turn bought composite and reliable environment that is capable enough to provide a robust user experience.
- Lightning provided operational independency to the client, since it is flexible to use.
- Client can now leverage Einstein's AI features and all feature addition and upgrades that Salesforce releases regularly

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