



Customer Success Story

A360 degree Customer Experience using **Intuitive Portal** & **Mobile App** using Experience Cloud Platform

About the Client

Client has a sizeable customer database across pre-sales, customer success, and sales. Our team built a customer portal to provide a 360 degree view of the engagement

Solution

- Built a robust and **interactive portal** for centralized administration.
- **Created portal consist** of details such as **customer success manager** approvals, project update, etc.
- Details showcase customer savings by subscription to ODS model.
- **Created timesheets to analyze** daily and weekly updates.
- Built a status report portal to manage documents, user manuals, etc.
- **Created access to invoices** that raised by DemandBlue with click a click.

Benefits

- ✓ 30% increase in customer acquisition after the launch of customer portal
- ✓ 50% increase in customer satisfaction
- ✓ Increase in the transparency of projects handled by team and customers and to get instant update.
- ✓ Automation increased timesheet and invoices' approval management by three times.
- ✓ Improved collaboration between customer and customer success manager.

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