# auxano
## powering growth

**auxano.io**

**Industry**

Healthcare

**Project Overview**

Implement a secure Salesforce portal to streamline distributor operations, reduce internal workload, and enhance partner satisfaction.

**Project Developed**

- Service Cloud
- Experience Cloud

**Time Frame**

10 Weeks

# Case Study

*Empowering Global Health Care: A Scientific Solutions Company Launches a Secure Salesforce Experience Cloud Portal*

## The Challenge:

A global scientific solutions company relied on a growing network of distributors to deliver innovative products and support. However, as the business scaled, managing these partnerships became increasingly complex. **The company faced several critical challenges:**

- **Inefficient Workflows:** Manual, error-prone processes for handling assets, cases, and orders slowed operations.
- **Lack of Self-Service:** Distributors couldn't securely access or manage key information on their own.
- **Heavy Internal Workload:** Internal teams were overwhelmed by routine support requests.
- **Security Concerns:** Limited access controls put sensitive data at risk and raised compliance concerns.

To continue growing efficiently, the company needed a **secure, centralized, and user-friendly platform** to support distributor engagement and streamline operations.

## The Auxano Solution

Auxano designed and deployed a tailored **Salesforce Experience Cloud portal** that integrated with the company's existing Salesforce instance. **Key features included:**

- **Secure Sharing Model:** Distributors access only their data, protecting sensitive information.
- **Automated Workflows:** Asset creation, case tracking, and work orders are streamlined and accelerated.
- **Smart Communication:** A real-time comment feed with automated alerts replaced outdated tools**.**
- **User-Centered Design:** A simplified interface and role-based dashboards enhanced usability.
- **Seamless Integration:** Connected with Service Cloud and core Salesforce objects for consistent data flow.
- **Training & Support:** Delivered clear guides, demos, and targeted training for smooth adoption.

Our iterative development and thorough testing approach, utilizing sandbox environments and full production copies, ensured a successful deployment with no major issues.

## THE RESULTS!

**The new portal delivered immediate value:**

- **Increased Efficiency:** Distributors now manage their own cases and assets, reducing support load.
- **Improved Security:** Fine-tuned permissions safeguard data and ensure compliance.
- **Higher Satisfaction:** Distributors benefit from fast, intuitive self-service tools.
- **Scalable Platform:** Built to support global growth and rapid onboarding.
- **Stronger Collaboration:** Real-time updates improve communication and problem-solving.

The portal transformed distributor engagement, enabling internal teams to focus on high-value initiatives—all made possible through Auxano's expertise.