



Balihans

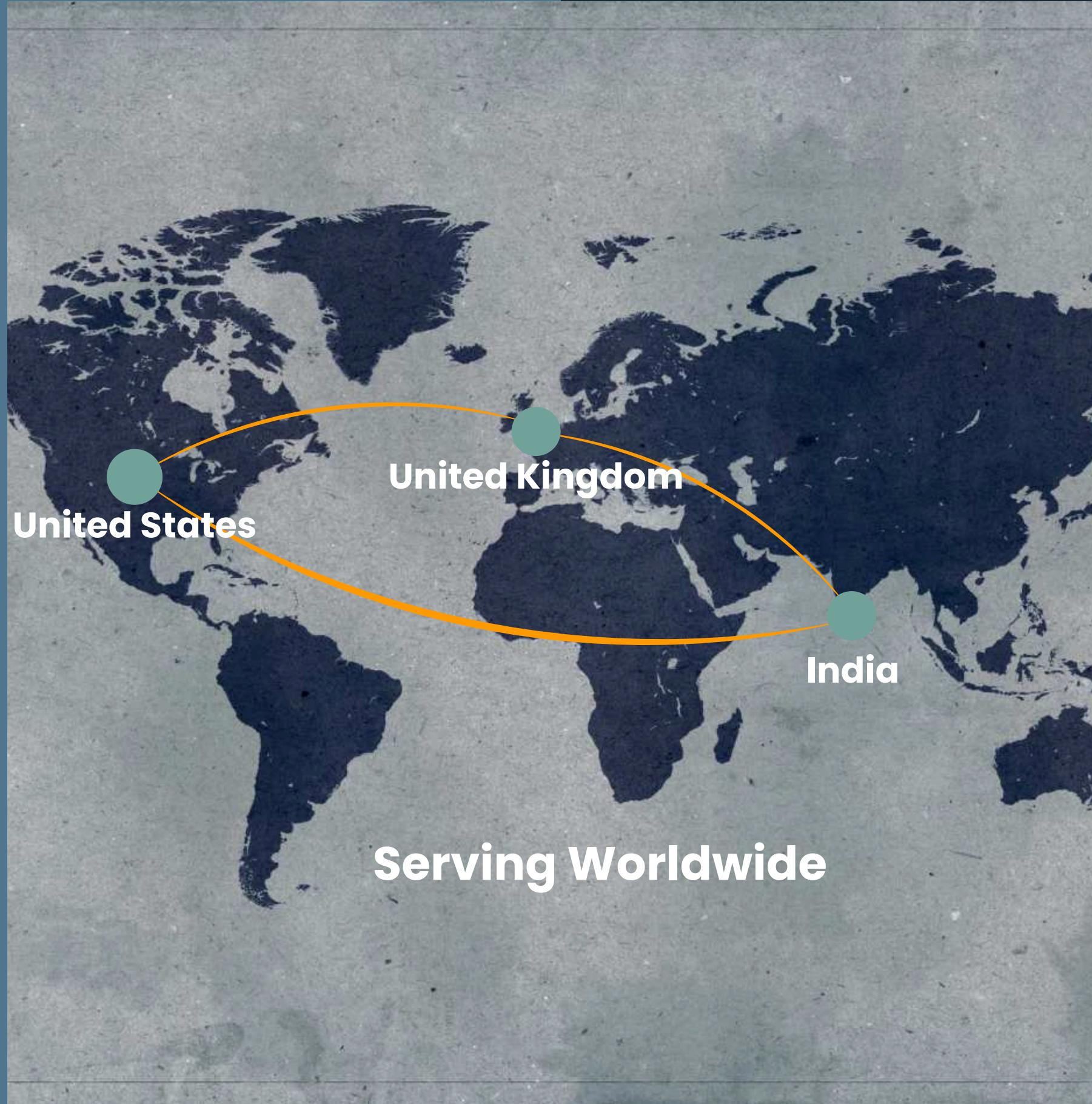
SALESFORCE EXPERIENCE CLOUD CAPABILITY

SOLUTIONS FOR ENTERPRISES

Balihans is a leading global provider of digital transformation, consulting, and business solutions. We enable enterprises worldwide to leverage technology to achieve operational excellence, enhance customer experiences, and drive innovation.

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About Us



With a strong focus on innovation and customer-centricity, we deliver cutting-edge solutions across a wide range of industries, including IT consulting, digital transformation, cybersecurity, cloud computing, and data analytics. Our team of highly skilled professionals is committed to empowering businesses with the tools and expertise they need to succeed in today's rapidly evolving digital landscape.



Presence in 3 Continents
650+ Customers Served
350+ Consultants
28 Partner Ecosystem
1600+ Projects Delivered

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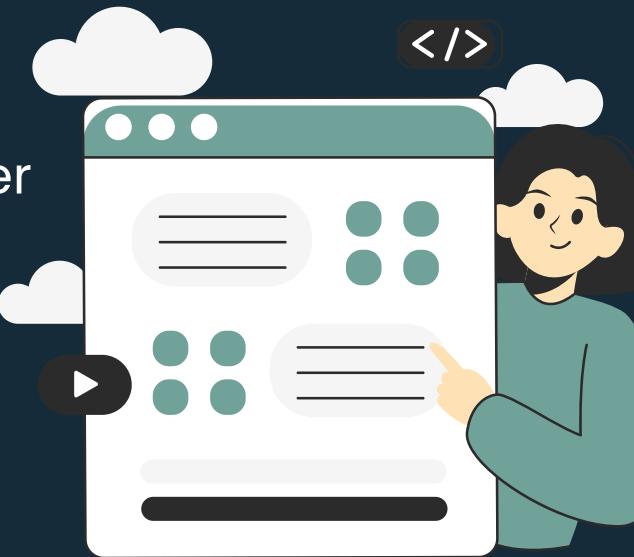
Experience Cloud Capability

Self-Service Portal

We develop intuitive self-service portals that empower customers to find answers, resolve issues, and manage their accounts independently. This reduces the burden on your clients' support teams, improves customer satisfaction, and frees up valuable resources.

Custom Community Development

We design and build bespoke customer, partner, or employee communities tailored to customers' specific needs. Our team crafts unique user interfaces, seamlessly incorporates your branding, and integrates the community with existing Salesforce and third-party systems, ensuring a seamless and cohesive user experience.



Knowledge Base & CMS

We create and manage a comprehensive knowledge base, populating it with articles, FAQs, and other valuable resources, ensuring easy searchability and navigation, enabling your clients' customers to quickly find the information they need.

Community Moderation & Support

Our experienced team actively moderates community discussions and forums, ensuring a positive and productive environment, while providing proactive support to community members by addressing their inquiries and resolving issues promptly.

Advanced Analytics & Reporting

We leverage Salesforce's powerful analytics capabilities to track key metrics such as user engagement, content consumption, and community growth, generating insightful reports and dashboards that provide valuable data-driven insights into community performance, enabling clients to make informed decisions and optimize their digital experiences.

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Why Balihans

Expertise and Innovation

We are a team of highly skilled professionals with expertise in a wide range of technologies and industry best practices. We are at the forefront of innovation, constantly exploring and implementing the latest technologies to deliver cutting-edge solutions.

Global Presence

Balihans' global delivery presence empowers us to leverage a diverse talent pool and deliver exceptional service worldwide. This translates to 24/7 support, cost-effective solutions, and seamless cross-time zone collaboration, enabling us to effectively serve clients with global operations and address their unique needs.

End-to-End Partner for IT/Business Solutions

Balihans' end-to-end services capability provides a distinct advantage. Instead of managing multiple vendors, clients rely on us for a seamless and coordinated approach to all their IT and business needs, eliminating the complexities of managing multiple contracts and integrating disparate systems.



Customer-Centric Approach

We prioritize customer satisfaction and build strong, long-term relationships. We understand that every business has unique needs, and we tailor our solutions to meet specific requirements and achieve desired outcomes.

Data-Driven Solutions

We leverage data analytics and insights to deliver data-driven solutions that drive measurable results. Our focus on data-driven decision making helps our clients make informed choices and optimize their business operations.



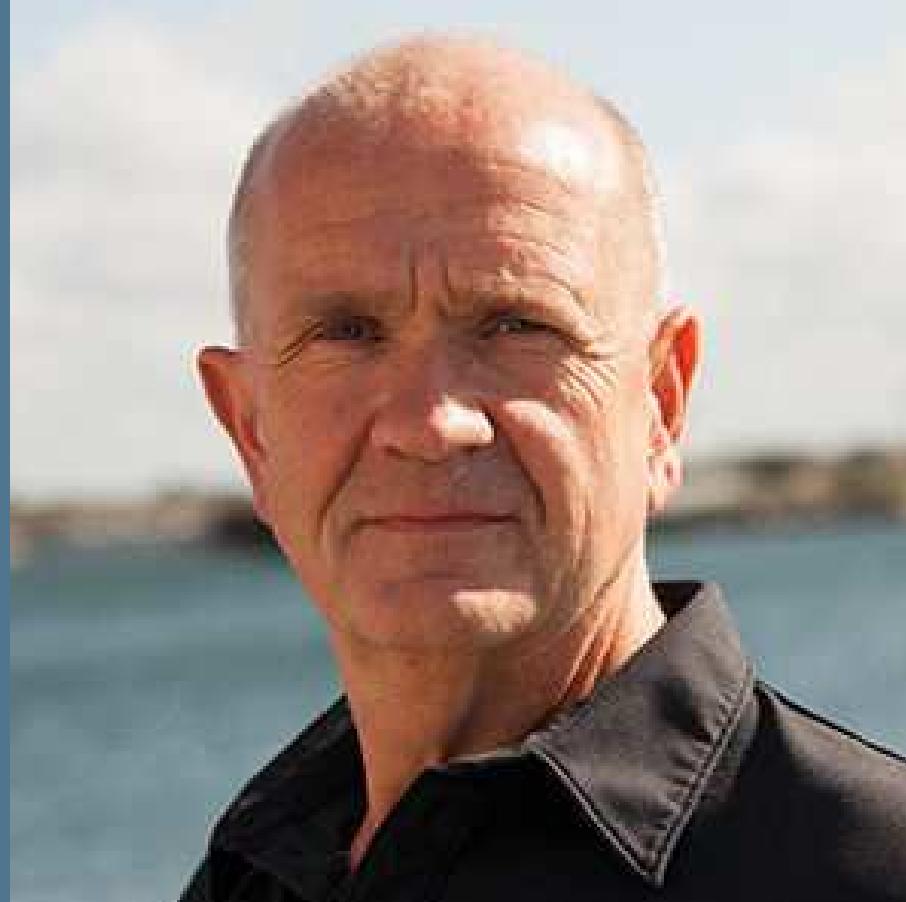
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Ruth Weatherall
Co-founder, UP3 Services



Balihans designed complex solutions for us such network printing integration that seemed impossible until it was done



Lars Oxelstedt
COO, Procori SMC

“ We were looking to get offshore development services. The team (Balihans) fit nicely with our work culture and delivery model

Hear from our Customers

Customers love us because

Focus on Results

We are committed to delivering measurable results that exceed client expectations. We work closely with our clients to understand their business goals and develop customized solutions that drive growth, improve efficiency, and enhance profitability.

Reliability & Timeliness

We have a proven track record of meeting deadlines while maintaining the highest quality standards. Customers rely on Balihans to deliver their IT solutions promptly, ensuring minimal disruption to their business operations and maximizing productivity.

Scalability & Future-Proofing

Balihans understands the evolving nature of businesses and the need for scalable IT delivery solutions. We deliver customers' deliverables with scalability in mind, allowing them to expand operations without major disruptions or costly redevelopments.

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Case Study

Salesforce Experience Cloud

Challenges

- **Siloed Data:** Critical information was scattered across disparate systems, hindering real-time visibility and collaboration across departments (sales, operations, logistics).
- **Inefficient Communication:** Delays in communication between internal teams and suppliers led to order inaccuracies, missed deadlines, and increased costs.

Solution

We implemented a customized Salesforce Experience Cloud solution to address these challenges. Key features included:

- **Vendor Portal:** A secure portal for vendors to access real-time order updates, track shipments, submit invoices, and communicate directly with customer representatives.
- **Internal Collaboration Hub:** An internal community for employees to collaborate on projects, share best practices, and access critical information related to supply chain operations.
- **Integrated Data Platform:** Seamless integration with existing ERP and other systems to provide a single source of truth for all supply chain data.

A Leading Global Supply Chain Company



Results

- **Reduced Order Fulfillment Time:** By streamlining communication and information flow, we helped customer reduce order fulfillment time by 15%.
- **Improved Customer Satisfaction:** The customer portal empowered customers with self-service options, resulting in a 10% decrease in customer support inquiries.
- **Enhanced Vendor Collaboration:** The vendor portal improved communication and collaboration with vendors, leading to a 5% reduction in order discrepancies.
- **Increased Operational Efficiency:** Streamlined processes and improved data visibility led to a 12% increase in operational efficiency across the supply chain.

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Case Study

Salesforce Experience Cloud

Challenges

- **High Call Volume:** A significant portion of patient inquiries, such as appointment scheduling, prescription refills, and basic medical information, were handled through phone calls, overwhelming the call center and delaying critical care delivery.
- **Limited Patient Self-Service:** Patients had limited access to their health information and lacked convenient online channels for managing their healthcare needs.
- **Inefficient Internal Processes:** Manual data entry and a lack of centralized communication channels within the organization contributed to inefficiencies and delays in care coordination.

Solution

- **Patient Portal:** The Patient Portal empowers patients with a user-friendly online experience, enabling them to schedule and manage appointments, securely access medical records and test results, conveniently pay bills online, communicate securely with their physicians, and access a searchable knowledge base with articles, FAQs, and educational materials related to various health conditions.
- **The Knowledge Hub:** Knowledge Hub serves as a centralized repository of patient education materials, including detailed condition-specific guides, comprehensive FAQs addressing common concerns, and interactive tools such as symptom checkers and medication reminders to enhance patient self-management.

A Healthcare Services Provider in the US



Results

- **Reduced Call Center Volume:** Call center volume decreased by 28%, freeing up valuable staff time for more complex patient care needs.
- **Increased Patient Satisfaction:** Patient satisfaction scores improved by 18%, driven by increased convenience, improved access to information, and enhanced communication channels.
- **Enhanced Patient Engagement:** Portal usage increased by 35%, demonstrating a higher level of patient engagement and a greater sense of control over their healthcare.
- **Improved Staff Productivity:** Streamlined workflows and reduced manual data entry resulted in a 15% increase in staff productivity, allowing healthcare professionals to focus on patient care.

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THANK YOU

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<https://balihans.com/>

Implement Faster, Implement Better

Proven methods resulting in expected outcome with Balihans's Implementation solutions

Requirements

Run workshops & gather requirements

Align Teams

Select right team as per product lines

Design & Dev

Design optimum solution on platform

Test & Deliver

Test end to end, perform Go-live