

# Major overhaul of Saint-Gobain Building Distribution's UX

## About us

We are a team of experienced Salesforce consultants and have helped businesses enhance their IT processes for over a decade.



CSAT (customer satisfaction) score – 9.86/10



*Sandyx were knowledgeable and flexible when our requirements changed.*

*Lorna Esom, Saint Gobain*



## Urgent need for an interactive and flexible solution

**Saint-Gobain Building Distribution** is a multinational corporation made up of the most acclaimed firms in the UK construction sector, including Jewson, Graham and Ceramic Tile Distributors. Saint-Gobain required a solution that would support their business processes associated with the management of existing stores, as well as being able to support future network expansions.

Sandyx have crafted a bespoke implementation methodology tailored for Salesforce projects. After taking into account our client's initial requirements, Sandyx created a solution prototype. This allowed Saint Gobain to see a representative system to ensure it met their needs, whilst we went on to complete some of the basic background development.

# Fine tuning our solution for a perfect outcome

Reviewing the prototype yielded some new ideas for change and some additional requirements. These amendments were addressed quickly and followed by an additional round of user testing, just to be thorough. This allowed Saint-Gobain to 'fine tune' the user experience so that it accurately reflected their preferences. The flexibility of our development methodology helped to deliver exactly what the client needed to build perfectly tailored property management strategies.



Easier communication with brands



Low-maintenance customisable map



Enhanced user experience

The screenshot shows the Saint-Gobain web application interface. At the top, there is a search bar and navigation tabs for Home, Chatter, Contacts, Reports, Dashboards, and Map. Below the navigation, there are input fields for 'Town or Postcode' (M50 2ZY), 'Distance' (5), and 'Status' (Open). A 'Data Filters' callout points to the filter area. The main area is a map of Manchester with various colored markers representing search results. A 'Search results displayed on map' callout points to these markers. Below the map is a 'List of branches matching your criteria ranked by distance' table. A 'Detailed search results list' callout points to this table.

Name	Distance (miles)
	0.12
	0.12
	0.12
	0.32
	0.32

Above: the interactive map we built for Saint-Gobain

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