

# Optimized Partner Experience

## Background

Broadcom's (formerly Symantec) legacy systems and inconsistent processes were causing partners to be less productive.

## Challenges

- Legacy platform that was unsupported and underperforming
- Disjointed systems created data silos, which made reporting difficult and impeded strategic decision making
- Inadequate and unorganized content management
- Lack of omni-channel support

## Solution

A transformed digital partner experience powered by Salesforce Experience Cloud and enhanced with Lightning components.

## Results

- A modern partner experience integrated with existing Salesforce applications
- Intuitive interface with automated self-registration for 140,000 users
- Improved "fast search" functionality to increase productivity
- Efficient framework for sharing content using a unified content repository with location-specific language and context



## Industry

Semiconductor Manufacturing

## Organization Size

Enterprise - \$27B in Revenue;  
20,000 employees

## Products and Services

- Salesforce Experience Cloud
  - Partner Community
- Salesforce Lightning

## Key Differentiator

Argano has successfully implemented Experience Cloud for dozens of clients and is an expert in leveraging the Lightning component framework to create superior digital partner experiences.