

**Industry:**  
Nonprofit

**Customer Since:**  
2025

**Products:**  
Experience Studio

**Features:**  
Forms, Portals, Automation

### COMPANY BACKGROUND

[Commonwealth Corporation](#) (CommCorp) is a quasi-public agency advancing employment equity by administering state grant funding to support workforce development, youth training, and talent pipeline initiatives on behalf of the Massachusetts Executive Office of Labor and Workforce Development.

CommCorp manages competitive grant programs that require structured application intake, review, and governance within Salesforce.

### COMMONWEALTH CORPORATION'S CHALLENGE

CommCorp manages grant programs through structured RFP windows, with Salesforce as the system of record across programs. A third-party forms tool supported application intake, but limitations surfaced as complexity grew. Program logic and structured field mapping were difficult to configure, and critical information often lived in uploaded attachments instead of Salesforce fields. As RFP cycles scaled, the gap between captured data and usable Salesforce records became a growing operational risk.

### TITAN'S SOLUTION

CommCorp rebuilt grant workflows using [Titan Experience Studio](#), deploying forms that sync data to Salesforce. When an applicant submits a form, data is automatically mapped to records with information captured in fields, not attachments.

Teams review applications in Salesforce with automated communications supporting applicants and internal teams. Submitted data and files remain in Salesforce, preserving governance, visibility, and reporting.



## KEY RESULTS

- ✓ **Full RFP Cycle Completed on Titan:** CommCorp successfully completed a full grant cycle on Titan, managing intake, review, and communications end-to-end within Salesforce.
- ✓ **From Attachments to Records:** Forms received a significant UI and functionality upgrade. Application data is now captured in structured fields and synced directly to Salesforce records rather than stored in attachments.
- ✓ **Reduced Drop-Offs:** Titan's Save and Return feature was incorporated into complex grant forms, allowing applicants to start an application, save progress, and return later to complete submission.
- ✓ **Salesforce Automation:** Internal and external email automation triggers were introduced across workflows, including program-specific templates and grant submission alerts for review teams.
- ✓ **1 Admin. 100% Governance:** The Titan platform is managed by an in-house Salesforce admin. Application data is automatically mapped to Salesforce, replacing manual oversight with structured control.

*“The level of customization and configuration that is able to be done in Titan was significant compared to other vendors.” Josephina Romero, Director of Innovation and Transformation at CommCorp.*