



## CASE STUDY

# Enhancing Project Efficiency with Monday.com Tailored Tools

## Quick Summary

This case study highlights how The company, a cybersecurity service provider, transformed its project management processes by implementing Monday.com.

The challenges faced due to reliance on MS-Excel were addressed through a tailored solution by CRG Solutions, resulting in enhanced productivity, improved reporting capabilities, and streamlined resource management

## About the Customer

The company is a leading cybersecurity service provider that empowers organizations across various industries with state-of-the-art security services, cutting-edge solutions, and unprecedented expertise in Cyber Security, IT Governance, Risk Management, and Compliance. The organization relies heavily on efficient project management to deliver its services effectively. The Program Management department has been identified for change to streamline operations and enhance productivity, especially in light of their current reliance on MS-Excel for project tracking.

## Problem Statement:

- The company faced significant challenges in their project management processes, primarily due to the limitations of using MS-Excel.
- The lack of a centralized platform impacted their ability to track tasks, manage resources, and generate timely reports. This inefficiency not only affected employee productivity but also created concerns regarding project visibility and collaboration among team members.
- The inability to easily share information across projects hindered their capacity to manage shared tasks and resources effectively, leading to potential delays and miscommunication.

## CRG Solutions - CASE STUDY

### Solution:

The CRG Solutions team conducted a thorough analysis of The company's project management needs and identified Monday.com as a suitable solution. The implementation process involved:

- **Assessment and Planning:** Understanding the specific requirements of the The company team, including the need for task automation, milestone tracking, and document management.
- **Customization of Monday.com:** The team customized the platform to include features such as dashboards, SLA definitions, escalation matrices, and document upload functionalities.
- **Training and Onboarding:** The CRG Solutions team provided training to over 100 users to ensure a smooth transition and effective use of the platform.
- **Implementation Duration:** The entire process took approximately 4 weeks, with an investment of around 80 hours of manpower.
- **The solution enabled The company to consolidate all project-related activities into a single platform, significantly improving collaboration and communication across teams.**

### Business Benefits:

#### Time Savings in Task Management:

By automating repetitive tasks and reminders, The company reduced the time spent on task management, allowing teams to focus more on strategic initiatives rather than administrative overhead.

#### Faster Project Turnaround:

With clearer visibility on project timelines and milestones, The company achieved a much reduction in project turnaround times, enabling them to deliver services to clients more quickly and efficiently.

#### Boosted Team Collaboration:

The implementation of Monday.com fostered better communication among team members, increase in cross-team collaboration, as evidenced by more shared tasks and quicker response times.

#### Enhanced Accountability and Tracking:

The introduction of a maker/ checker mechanism improved accountability among team members, leading to a decrease in errors related to task assignments and project updates.



*A Trusted Solution Partner*

*to achieve*

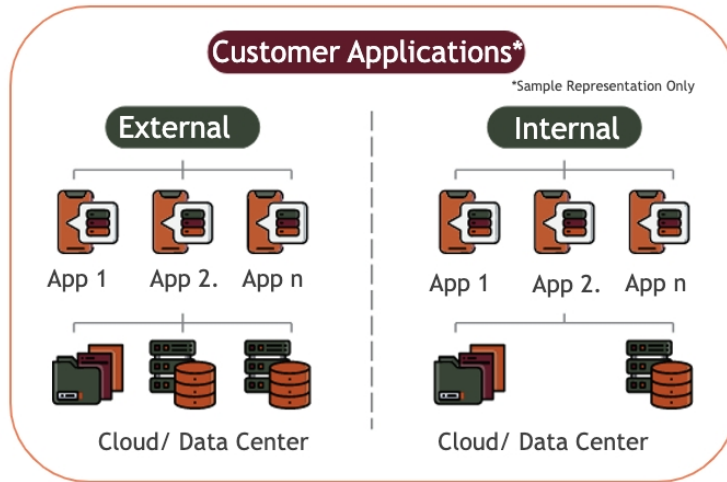
*Business Excellence*

# About CRG solutions

## We Cover

### Analytics

We setup practices, tools to derive insights (customers, products, apps, teams) to enhance or optimize business effectiveness with the help of products like Tableau, Alteryx, PowerBI, Cloud and MLOPs



### RPA

We automate all high volume and mundane tasks to reduce manual errors and to increase efficiency with the help of products like AA (Automation Anywhere), Yellow.ai

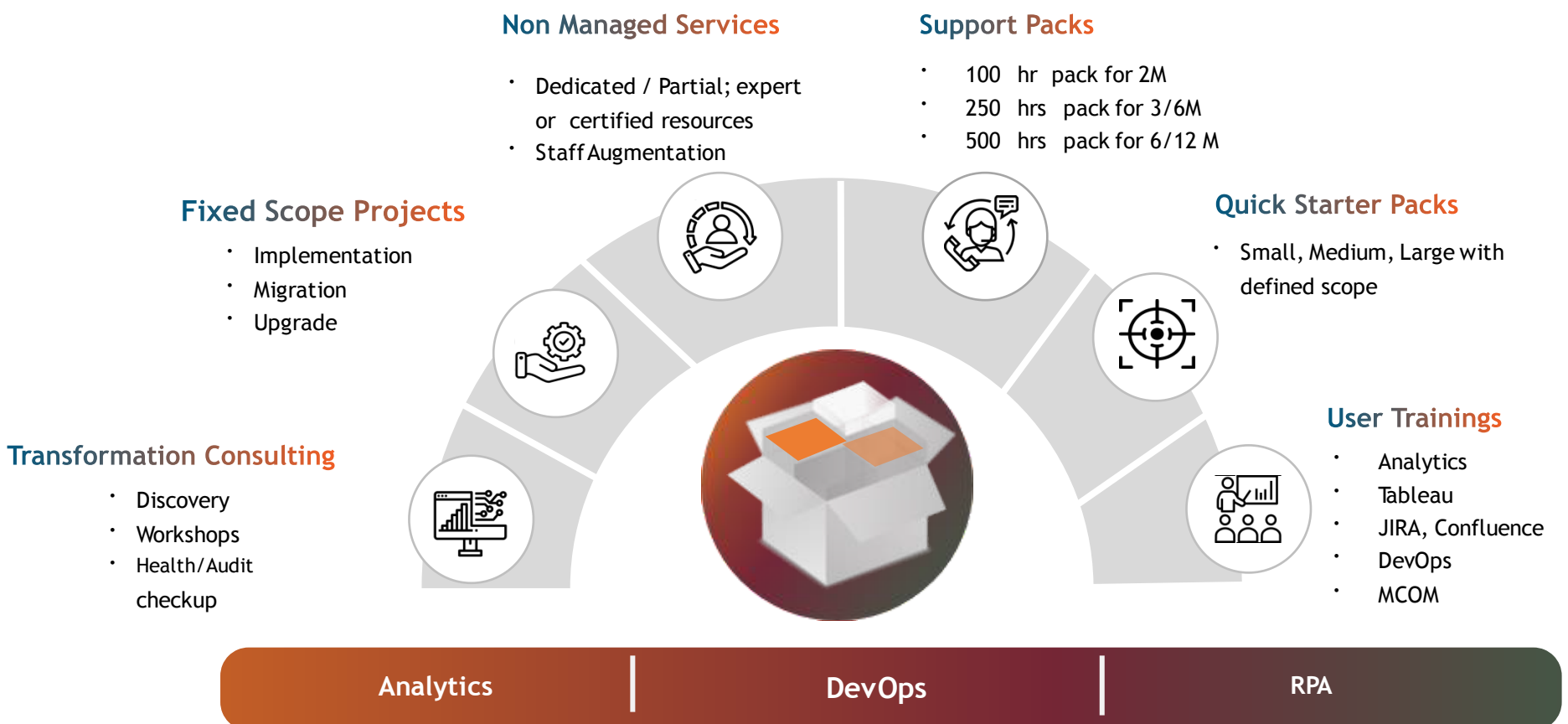


### DevOps

We help streamline the application development and maintenance processes with custom project management practices and implementation of world class software tools like JIRA, Azure DevOps, Azure Cloud to improve team productivity



## Services Portfolio



### Our Socials



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