

ENTERPRISE CASE STUDY

Using Software from Teamwork.com to Manage 15,000 Projects Simultaneously

“ I would absolutely recommend software from Teamwork.com for large companies who need to improve how they manage their projects and customer support tickets. The software allows us to deliver top quality results at a very high volume.

— Danielle Doran

FCR Media delivers Local Search, Media and Website Solutions to many thousands of SMEs across Ireland and the UK. With a history spanning over 50 years from the first Golden Pages print directory to today's range of digital products and services, they have consistently been at the forefront of connecting businesses and customers.

Ciaran Morris is FCR Media's Chief Operations Officer for the UK and Ireland, and Danielle Doran is a team lead in charge of Solutions, Design and Copy. We talked with them both about the ways Teamwork Projects and Teamwork Desk are helping their teams manage 15,000 active projects.

The Challenges

Before using Teamwork Projects, the team at FCR Media were using an internal system for project management. As the organization grew, their older project management system began holding them back because of its slow loading time. Every task was arduous, and the team was losing time and efficiency each day.

FCR MEDIA

INTERVIEWEES

Danielle Doran,
Solutions, Design and Copy,
Team Lead

Ciaran Morris,
Chief Operations Officer

COMPANY NAME

FCR Media

INDUSTRY

Marketing and Advertising

NUMBER OF EMPLOYEES

51-200

HEADQUARTERS

Dublin, Ireland

WEBSITE URL

<https://fcrmedia.ie/>

“Twenty seconds may not sound like a long time to wait for a page to load, but if you’re working towards a deadline and have to do that hundreds of times a day, things can get frustrating. Progress is measured by how fast you can access information, and we were losing.” — Danielle Doran

The team realized that they were spending a significant amount of time setting up new projects even though the majority of these projects involved the same set of steps. They also had no way of tracking time, making it difficult to create accurate project timelines and distribute the workload effectively.

“After identifying multiple process inefficiencies, we knew it was time to look for software that would fix these issues. We needed a solution that would help save us time and money.” — Ciaran Morris

The Solution

After researching several different project management tools, FCR Media executives decided in early 2017 that Teamwork Projects was the perfect fit for the company. The range of features available exceeded their needs in every office and department.

Right away, they were impressed by the speed and performance of Teamwork Projects. Not only did the software function smoothly, but built-in features eliminated a lot of repetitive administrative tasks. Project and task list templates quickly began to save them significant amounts of time whenever they started a new project because they didn’t have to build to-do lists and task assignments from the ground up each time.

The time tracking feature has also simplified planning and resource distribution for every project. With more information on hours worked, managers and team leads can make sure they’re meeting intermediate deadlines and plan more effectively for crunch times.

“ The time-tracking feature has given us insight into how current projects are going, how things went in the past, and identify things that need to change in the future.

— Ciaran Morris

After using Teamwork Projects for several months, the FCR Media team was introduced to Teamwork Desk by their account manager, who saw exactly how the help desk software could help them centralize how they track and solve customer support tickets.

The integration between Teamwork Projects and Teamwork Desk allows the team to create tasks from tickets without switching between apps, which streamlines their customer support process. Before using Teamwork Desk, the team at FCR Media was using email for communication with customers, which created long conversation threads and increased the potential for confusion as to who was responding to customer needs.

“ Two team members answering the same support request was an issue that regularly happened us before. Teamwork Desk has helped us eliminate problems like this. For example, Desk shows notifications like 'John is also looking at this ticket right now.' It really saves a lot of hassle! One of the other features we're big fans of is private notes. When anyone needs help with a ticket, they simply @mention a colleague to invite them to work on it together. Not having to switch to another app to communicate is definitely helping us reply and resolve faster.

— Danielle Doran

Choosing software from Teamwork.com put a whole host of new functionality at the disposal of FCR Media employees, but they didn't have to give up the apps they already used to run their business. The sales department depended on Microsoft Dynamics CRM for their data and reports, so they needed that to coordinate well with the Teamwork.com software suite. At the end of 2017, the two programs were integrated. Now every time the sales team gets an order, a project is automatically created in Teamwork Projects, complete with a full task list.

FCR Media also built a custom integration between Teamwork Projects and their scheduling software, Acuity Scheduling. The integration allows team members to schedule appointments and meetings in that software, and the date is automatically synced with the Teamwork Projects calendar.

“As we worked through creating this custom integration, Teamwork's API specialists provided our IT team with excellent support. We were up and running in no time.” — Ciaran Morris

The Benefits

Over a year after choosing Teamwork.com to bring their team and tasks together, FCR Media is seeing more visibility, accountability, and transparency in their daily workflows. When everyone shares the same view of the plan for tasks and assignments, silos are destroyed. Team members are able to collaborate easily, allowing each person to deliver on their commitments.

The personal account manager assigned to FCR Media when they signed up for the Enterprise plan not only helped them with onboarding, but continues to work with the team to find better workflows and ensure that the functionality of the software meets their needs.

“Having a dedicated contact person through the transition really made a huge difference. Most people picked up Teamwork Projects and Desk very quickly, but our account manager made sure we could not only adopt the software rapidly, but then adapt it to the way our company works.” — Ciaran Morris

Reporting tools have saved the entire team significant time. Using a custom report that they created, FCR Media can now pull data from MySQL and Teamwork Projects, knowing at any moment how many websites are in production, live, or waiting for a follow-up call.

"This helps us make smarter decisions about each project. One look at this report, and we know what we need to focus on in the business over the coming weeks. If our inventory stock is getting quite low or starting to dip in a certain department, we know that we have the capacity to take on more work." — Danielle Doran

Using these tools and feedback from team members, FCR Media had a good sense after only one year that the software from Teamwork.com was having a positive impact on the company. Data showed them that production had increased, team members were happy, and outside entities like an offshore company in Romania had integrated into the pipeline more smoothly. The final confirmation was a year-end survey in 2017 that revealed that employees considered the adoption of the software from Teamwork.com to be one of the best improvements in the company.

“ *Teamwork's software allows us to actively manage 15,000 projects and all of the customer support requests that go with them. We finally have one platform where we can manage our workload, collaborate as a team, store shared documents and communicate with customers.*

— Ciaran Morris



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with the features, security
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your enterprise needs

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