

SUCCESS STORY

Donesafe Triples Team Efficiency with Mavenlink



donesafe

THE DONESAFE SUCCESS STORY

Smart Compliance Management to Fit Every Business

Donesafe provides safety and compliance management software that connects workers in the field to in-office management through a modern platform with end-to-end functionality. Donesafe is dedicated to helping companies improve their compliance management solutions, allowing users to design their workflows and forms, as well as automate processes that safely connect their apps, data, and employees. Their compliance software is quick and easy to use, with simple language that is easily configurable to individual client demands and improves safety throughout a wide variety of business processes. Donesafe is committed to providing high-quality solutions that adhere to their core principle of being lean, clean, and done.

INDUSTRY

Software

COMPANY

Donesafe

WHAT MAVENLINK REPLACED

Basecamp and Trello

BENEFITS

- Reduced project-related admin time by 65%
- Achieved a 60% improvement in sustained service levels
- Tripled efficiency and delivery rate
- Sustained exponential growth without hurting service quality

“We wanted to create a transparent workforce and incorporate project management into our business workflows for clear and consistent service delivery. Mavenlink’s collaboration features automate our flow of data, centralize communication and help us consistently understand client satisfaction and project progress.”

— CHRISTOPHER STONE, HEAD OF SERVICE DELIVERY, DONESAFE

Phase 1	
+ Design	14.0%
Preliminary Logo	1.0%
Refinements	1.0%
Final Logo	1.0%
+ Website Redesign	24.0%
Wireframes	1.0%
Content	1.0%
Preliminary Design	1.0%

THE CHALLENGE

Reaching the Next Stage as a Business

Donesafe is determined to provide customer-centric, data-driven service that enhances compliance through its platform. Donesafe relied on several different applications to manage projects and facilitate client communication, including Basecamp, Trello, and Zapier. While the company had experienced rapid growth and continued success with clients, the company was beginning to feel limitations with the project and resource management systems it had been using.

“We were moving from a start-up phase into a scale-up phase and needed replicable business processes that could help us deal with larger clients,” said Graham Martin, Chief Marketing Officer at Donesafe. “We needed a software solution that was configurable and robust enough to help us grow while balancing good service with consistent delivery.”

Donesafe’s legacy systems posed several key challenges:

- **Limited growth capabilities.** Donesafe’s existing software was pushed beyond functional limits which impacted the company’s ability to transition past the start-up phase. Donesafe needed a software platform that could continue streamlining project management processes while effectively scaling to a consistently increasing client base. Success meant continued acceleration and the ability to take on more clients.
- **Delivering projects consistently.** Successful compliance software implementation requires clear communication and effective collaboration with clients to integrate their systems with Donesafe. A new project management system would need to support client communication and help Donesafe consistently deliver software services to a large portfolio of clients.

FROM THE SOURCE

“Donesafe is focused on making the complex simple. So providing a clear step-by-step approach to what we do through Mavenlink makes clients feel comfortable on the journey they are undertaking.”

— Christopher Stone, Head of Service Delivery, Donesafe

“The Master Health Dashboard is our favorite feature. It supports us in making real-time decisions, as well as adjusting resources, components, and employee involvement much sooner to keep any issues from escalating. We can course correct mid-project with a proactive approach.”

— CHRISTOPHER STONE, HEAD OF SERVICE DELIVERY, DONESAFE



THE SWITCH TO MAVENLINK

Engaging Employees and Clients for Greater Success

Donesafe needed a project management solution that allowed the business to continue the rapid growth that had outpaced existing systems. The software also needed to provide transparent communication between Donesafe and clients to keep projects on track. Donesafe considered Microsoft Project before deciding that Mavenlink was the best fit for its needs. “Mavenlink caught our eye because of the good integration it offers as a resource management tool, a project and task management tool, and a financial management tool,” said Christopher Stone, Head of Service Delivery.

Donesafe needed its new system to support:

- **Accurate Resourcing Management.** Donesafe wanted to determine employee task assignments at a faster rate, along with what client services were consuming excessive resources, to improve its processes.
- **Risk Management and Client Satisfaction.** Mavenlink provides insights on what clients and projects need attention and what Donesafe can do to increase customer satisfaction.
- **Consistent Service Delivery.** Mavenlink helps balance team responsibilities and manage project delivery so that Donesafe can provide efficient services without overwhelming employees.

Single Source of Truth in Communication. Donesafe needed to ensure that project scope and customer expectations were aligned so that clients received the service they needed. With Mavenlink, Donesafe moved away from emails and switched to project collaboration tools to provide a single source of truth to help execute projects successfully.

“The collaboration is awesome, clients are raving about it,” said Kirsty Graham, Head of Enterprise Solutions. “We provide them with clear tasks and timeframes for projects and use Mavenlink’s reporting features to reprioritize and respond to any risks or budget concerns that arise during a project.”

“Mavenlink has been a key link in the chain for us to achieve a 360 degree view of our customer’s journey from procurement to delivery. It allows us to make data-driven decisions and continually adjust our strategy to sustain our competitive advantage and keep our customers satisfied.”

— MATT BROWNE, CEO, DONESAFE

THE RESULTS

Paving the Path for Future Success

Accurate Resource Planning

Master resource planning with Mavenlink helps Donesafe accurately and quickly add or remove resources for a project, which has helped the company reach 90% billable utilization. Insights provided by Mavenlink help in making strategic decisions, leading to better results for the business as a whole. Donesafe now has greater clarity for data-driven strategies. Real-time health reporting helps projects run within scope and on time for greater client satisfaction.

Increased Company-Wide Productivity

Mavenlink has helped sustain exponential growth without negatively impacting service quality. Today, Donesafe is providing three times as many projects with only a small staff expansion. Project-related administrative time has been reduced by 65% across teams while the quality of sales, resourcing, and delivery have all improved. These improvements have helped Donesafe achieve a 60% improvement in sustained service levels.

Fast System Standup

Donesafe has increased efficiency and delivery by threefold with Mavenlink, which has helped the company improve services and projects through accurate forecasting. Donesafe’s software launch process aims to have a client’s system up and running within 6 weeks of purchase, which includes going live and integrating with existing applications. Mavenlink project management helps Donesafe consistently meet deadlines.

Companywide Project Management

Employees across Donesafe, including implementation staff, development staff, and the head of services delivery, are utilizing Mavenlink’s project management system for strategic processes. All Donesafe clients are using Mavenlink for project collaboration, enabling the company to decrease administrative overhead. Greater efficiency in project management and client communication have helped Donesafe to continue growing and consistently provide high-quality service.

