

SHIPHAWK SEES 70% MORE CUSTOMER ENGAGEMENT WITH GUIDECX



is a logistics SaaS provider that leverages automation and cutting-edge software innovation to provide eCommerce companies with highly scalable fulfillment and shipping solutions. The company strives to provide online businesses of all sizes with access to the same tools and solutions that large international corporations enjoy.

SUCCESS:

70% *increase in customer engagement*

- More confidence and enthusiasm from their customers
- Better understanding of internal capacity for new projects

SUCCESS:

Faster, more efficient implementations

- Fewer steps to update project templates and share them with key stakeholders
- Tasks are assigned and completed earlier in the project



“GUIDECx is an intuitive, point-and-click PM tool that’s robust and sophisticated. You can do a lot with it.”

- Mike Shea, Director of Professional Services, **ShipHawk**

GUIDECX POWERS SUCCESSFUL IMPLEMENTATIONS

For years, ShipHawk used several project management tools to oversee its internal processes, but these platforms created problems when it came to customer implementations. Most of ShipHawk's customers were smaller companies without dedicated project managers. As such, ShipHawk's implementation team often worked with individuals who had various responsibilities and no time or desire to learn a complicated project management platform.

ShipHawk chose GUIDECx because it's both intuitive and powerful. The easy-to-use interface has helped ShipHawk's customers feel confident in their ability to understand their responsibilities and complete their tasks during onboarding. Because all communications are now automatically handled through the platform, implementations are smoother, faster, and less prone to errors.

Additionally, GUIDECx has also simplified many of ShipHawk's internal processes via customizable templates. This feature has made it easier for ShipHawk's project managers to quickly respond to customer feedback and implement new workflows seamlessly by simply updating a single template.

"We don't work with full-time project managers usually. Simplicity and clarity are what we need for our customer base. We introduce our customers to GUIDECx immediately after we set up the project. We can see between meetings that they're checking things off in the project, so we know they're engaged." - Mike Shea, Director of Professional Services, ShipHawk

With GUIDECx's user-friendly interface and powerful project management features, ShipHawk has significantly increased customer engagement and reduced implementation timelines. Additionally, automated task tracking and real-time end-date updates in the platform have made it easier for ShipHawk's managers to forecast capacity, allowing them to bring on new customers at a more consistent rate.



Ready to Take Client Implementation and Onboarding to the Next Level?

Our platform reduces time to value, creates visibility, and saves time with automation, ensuring project managers and their clients get work done as quickly as possible. To learn more about how GUIDECx can address your business needs, reach out to us and ask for your free **30-day trial** to get started.

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**OVER 300,000
GUIDED PROJECT
IMPLEMENTATIONS**

