

DATAPEL REDUCES ONBOARDING TIME BY 70% WITH GUIDECX



Datapel at a Glance

Founded: 2003

Industry: SaaS - Warehouse Mgmt

With GUIDECx: Since 2022

Datapel is a trusted Warehouse Management System that provides best-practice workflows, lowers costs, and improves operational transparency for a diverse range of businesses.

70% *reduction in onboarding time*

8-10 *hours saved weekly (reporting + integrations)*

2X *increase in team capacity*

“Investing in a tool like GUIDECx will help you develop the kind of visibility that you’re looking for, not only for your internal teams, but also for your customers - to have a structured process that is going to work for you again and again. It’s going to automate a lot of the things you do on a daily basis so it’s definitely a good value for money. It’s going to benefit you, not just in the short term, but the long term.”



– Mayank Sharma

Global Head of Customer Success, Datapel

GUIDEcx DRIVES RESULTS

In 2022, Datapel was looking to grow and expand but many of the processes at the time were quite manual. Team members coming from different companies relied on their own method and style of onboarding. Datapel needed to streamline and standardize implementations in order to grow: enter GUIDEcx.

Dapel was able to build an onboarding blueprint in GUIDEcx (milestones, # of tasks, hours, resources, etc.) to keep team members aligned and focused on customer experience. In just one year, Datapel **decreased customer time spent in onboarding by 70% - from 284 days to 85 days.**

Using GUIDEcx helps Datapel hold customers more accountable. After giving customers visibility into project progress, deliverables, and task assignments, Datapel could confidently shift responsibility for 30-35% of tasks to customers. With more engagement, Datapel spends less time chasing customers and has **increased capacity by 2x - from 4-5 projects per implementation manager to 10 projects.**

The Datapel team has also seen significant time savings thanks to GUIDEcx custom reporting and integrations. Mayank Sharma, Global Head of Customer Success, was spending **4-5 hours** each week building a report in spreadsheets to share with cross-functional leaders and investors. After working with the GUIDEcx professional services team, Datapel now has a report that tracks and updates key business metrics in real-time.

An additional **4-5 hours** each week was spent creating new onboarding projects and activating templates once a deal closed in HubSpot. Now, this process is fully automated through Recipe Builder: GUIDEcx's native iPaaS solution. When a deal is marked closed-won, the integration automatically spins up a new project, activates the proper template based on product SKU, and pulls info from HubSpot fields into the GUIDEcx project.

Moving forward, Datapel is excited to continue to partner with GUIDEcx as they work to further boost productivity and efficiency.

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

Our platform reduces time to value, creates visibility, and saves time through 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 **DEMO** to get started.

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**OVER 300,000
GUIDED PROJECT
IMPLEMENTATIONS**

