

# Centraide du Montreal Slashes Document Processing time by 50%!



## About Centraide du Grand Montréal

Founded in 1974, Centraide of Greater Montreal is a philanthropic organization. Their mission is to take action for an inclusive Greater Montreal without poverty. Each year, nearly 800,000 people benefit from Centraide's support, who would be 1 in 5 individuals in Greater Montreal.



**Centraide**  
du Grand Montréal

**Industry**  
Nonprofit

**Customer since**  
2023

**Products**  
Titan Docs, Titan Sign,  
Titan Web

**Features**  
Document generation,  
E-Signatures, Word Add-In



## The Challenge

Centraide has been using Salesforce since 2019. Before using Titan, one of the biggest challenges was the manual creation and management of documents, such as:

- Contracts
- Confidentiality Agreements
- Investment Confirmations.

This action required significant time and effort from Centraide's teams. Additionally, it was a challenge to centralize and track partner communications effectively, especially with Law 25 (personal data protection).

*Centraide needed a solution to automate these processes while ensuring security and compliance.*

## Titan's Solution

Centraide chose Titan for seamless integration with Salesforce and its robust features for document generation and electronic signatures. After testing Titan, Centraide's Salesforce administrator was particularly impressed with the tool's ease of use. Integration with Word via a plugin was exceptionally intuitive.

Centraide primarily uses Titan Sign to generate contracts and documents with electronic signatures. Centraide also uses Titan Forms to automatically create documents.

In 2024 Centraide automated the sending of contracts to community organizations. This solution allowed Centraide to efficiently manage 150 agreements with volunteers and workplace partners, as well as around 300 funding contracts with the organizations it supports.



## Results from Titan



### 50% Reduced Document Processing Time:

Centraide has slashed document processing time in half by leveraging Titan.



### Automated document generation:

This has enabled Centraide to centralize tracking in their CRM.



### Streamlined Processes:

Centraide's processes are now more streamlined, and information is more accessible.



### Enhanced Compliance:

Centraide ensures better compliance with Law 25, guaranteeing the protection of personal data for all partners.



### Ditched Manual Work:

Support teams no longer need to manually create each document resulting in big productivity gains.