



CUSTOMER SUCCESS STORY

Monday.com: A Global Game-Changer

Monday is a leading Work OS, which empowers companies to shape workflows in any way they want. No code required, Monday gives organizations complete freedom to combine building blocks, like apps and integrations, to fully customize any process. The outcome? Businesses can maximize productivity and focus.



Industry

High Tech / Enterprise

Customer since

2021

Products

Titan Docs

Features

Document Automation

The Challenge of Renewals:

Monday.com wanted to renew customer subscriptions in Salesforce, while ensuring all renewal information is sent seamlessly to clients. This was a tall order for a company with 152K+ customers!

To save both time and resources, Monday.com were looking to automate the entire renewal process. Even so, they couldn't afford to skimp on quality and the output had to be both visually appealing and personalized for each client. With these aims, Monday sought out the expertise of Titan to be an integral part of this undertaking.



The Simple Solution

Monday.com called upon Titan to be part of creating this automated renewal process in Salesforce. Once Monday.com acquired Titan tools, they were well on their way to automating and simplifying a highly complex process. As a Senior Salesforce application developer at Monday puts it,



“With Titan, we were able to implement a very simple and cost-effective solution quickly and efficiently.”



Alon Segal Senior Salesforce Application Developer at Monday



The Results



Synthesis

With Titan, Monday.com has been able to streamline and simplify complex renewal processes, and make the process easy for clients.



Collaboration

Through helping to automate Monday's renewal process, Titan has enabled Monday.com to maximize delivery and focus resources and labor on aspects of the company that need it most.



Purchase confidence

Titan played a crucial role in saving Monday.com development time, mitigating manual human error, and upgrading renewals and efficiency.



Market-Leading

A professional and automated renewal process complements Monday.com's drive to provide customers with best of breed Work OS solutions as effortlessly as possible.



Room to grow

Both Titan and Monday.com are always growing and learning, and the plan is to keep refining the customer renewal process so that clients get market-leading roll-out plans.