

# IWI Group Streamlines Services with Clarizen



IWI Group Streamlines Services with Clarizen IWI group, based in Norcross, GA is the largest broker of used concrete equipment products and manufacturing equipment in the United States, serving all segments of the industry. IWI also offers new equipment and parts to its customers. In addition, the company provides standard and custom form designs from quality producers, as well as consulting and appraisal services.

Typical services projects may have a team of up to 10 people, including those from various manufacturers. To successfully execute its projects, IWI must coordinate activities from various staff members from their own services organization as well as those from outside companies.

The company had historically used manual methods to plan and manage their projects. “We were using a combination of phone calls, paper notes and hand-me-down sheets to track and coordinate activities. Managing projects under such circumstances and keeping them on schedule was becoming a huge challenge. We knew we needed a project management system.” said Rick Battaglia, Project Manager at IWI Group.

The company identified key requirements for its project management system as following:

- Extremely easy-to-use
- Contains comprehensive project management capabilities
- Allows collaboration on project activities with outside vendors
- Tracks notes (and other information)
- Manages budgets

## SOLUTION

Their evaluation process took two weeks. “After evaluating multiple systems, we selected Clarizen due to its rich project collaboration capability and ease of use”, added Rich Battaglia.

IWI services team is now managing all their projects using Clarizen. The team has seen significant increases in productivity as a result of the system – at least 30% of the time savings is from not having to search for relevant pieces of paper for project planning and management. The system also allows IWI to control who can see or manipulate data to ensure data integrity, despite multiple people touching the system.



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“When we did not have a system we were challenged to manage 25 projects. With Clarizen, we can easily scale beyond 50 projects – a 2X increase in capacity just by spending a few hundred dollars every month”, added Rick Battaglia.