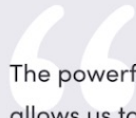




Location	Dandedong, VIC, AUS
Industry	Manufacturing
Employees	100-250
Use case	CRM



The powerful CRM we built on top of monday.com allows us to run our entire manufacturing process from sales orders to dispatch with absolute ease.”



Peter Bennett
Managing Director
Britton Timbers

The challenge

Britton Timbers needed a solution that would allow their quote and order process to connect with the supply and dispatch operation, creating efficiencies across the production process.

Teams across the departments involved in the process were using multiple tools to manage this complex workflow, which resulted in duplicates and errors, incomplete reporting and inefficient supply and demand forecasting.

The solution

Peter discovered monday.com Work OS and adopted the platform to eliminate the countless tools they were using previously.

Now with one powerful Work OS, Britton Timbers can easily manage orders, client engagements and stock capacity forecasting. Sales teams can also quote anytime from anywhere on any device while automatically notifying the supplier to manufacture and dispatch.

The seamless CRM and production workflow has improved Britton Timber’s productivity, minimise risk of error, and provide a 360 view of their pipeline. This allows them to accurately forecast demand and supply and measure against KPI’s in real time dashboards.

The impact

71x
ROI

\$96,000
Saved per month
on average switching to
monday.co Work OS

2,871 hrs
Saved per month
on average switching to
monday.co Work OS