



Lucenta Solutions Reduces Client Onboarding Time by 3x with Progress Podio Platform and ShareFile e-Signature

AT A GLANCE



Challenge

Lucenta Solutions was struggling with several inefficiencies that resulted in inconsistent lead follow-ups and complex workflows that made communication and onboarding clients an ongoing challenge.

If we were getting five leads every month before, we saw about a 50% improvement once we started automated follow-ups.”

Bajarang Agarwal,
Founder, Lucenta Solutions



INDUSTRY
Technology &
Software

PRODUCT
Progress® Podio®
Progress® ShareFile®

COUNTRY
India

SUMMARY

Lucenta Solutions is a leading application and software development firm. As their business began to scale, complex workflows hindered client onboarding and it became challenging to keep track of leads. After deploying Progress® Podio® Workflow Automation and Progress® ShareFile®, Lucenta improved communication with leads and customers.

Solution



Centralize lead flow from web forms and email into the Podio platform for a single source of truth for tracking and engaging potential and recurring customers



Automate contract and engagement execution with ShareFile e-signature



Deliver automated daily reports on pipeline status via a Podio platform-integrated AI agent

Results



3x faster client onboarding with the e-signature integration and automated workflows



50% increase in lead responses and conversion due to automated follow-ups



Improvement in workflow visibility, client tracking and complex automation management



Automate your workflows and improve internal communication with solutions in the **Progress Digital Experience portfolio.**