



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

CASE STUDY



COMPANY

Lucenta Solutions

INDUSTRY

Technology & Software

PRODUCT

Progress® Podio®

Progress® ShareFile®

COUNTRY

India

SUMMARY

Lucenta Solutions struggled with inconsistent follow-ups, manual onboarding and fragmented tools that slowed growth. By centralizing operations on Progress Podio with automated workflows, e-signatures and AI insights, the team improved tracking, boosted conversions by 50% and cut onboarding time threefold.

“Before Podio, we were always missing those long-term follow-ups. Now if someone says ‘contact me after six months’, Podio remembers it for us.”

Bajarang Agarwal,
Founder, Lucenta Solutions

Challenge

Lucenta Solutions was founded in 2015 by veteran software developer Bajarang Agarwal with the goal of developing top-tier, customized applications and software for clients across the world. As the firm’s business scaled and project volume increased, managing leads became a significant issue.

Lucenta staff struggled with maintaining communication with leads over time. Initial outreach to leads would start out fine, but follow-ups were inconsistent. In some scenarios, prospects would be forgotten about and opportunities to grow its client base would be lost. Cold outreach and inbound interest coming from Lucenta’s web forms required manual effort.

On top of this, Lucenta lacked a centralized platform or database to track engagement and nurture leads. With an expanding client base and increasing project complexity, Lucenta recognized the need to modernize its onboarding processes to enable faster project initiation and more efficient collaboration. The organization started to use the Progress® Podio® platform, but that by itself didn’t solve their issues. The staff needed the automation to tie it all together. The combination of these issues made Lucenta realize they need an automated and scalable solution that would improve the lead and client management process that much easier.

Solution

Lucenta reimagined around their Podio usage and started to use it as a centralized platform to help manage the entire lifecycle.

The first step was consolidating lead data into a single source of truth. Inbound channels, such as website form submissions and cold email outreach, were integrated directly into the Podio platform.

Lucenta implemented automated workflows to address leads earlier than before. Follow-up emails and SMS messages are triggered automatically based on engagement and timing, enabling consistent communication even months after initial contact. This capability proved especially valuable for long sales cycles, where timing and persistence are critical.

“Before Podio, we were always missing those long-term follow-ups,” said Agarwal. “Now if someone says ‘contact me after six months,’ Podio remembers it for us.”

By deploying Progress® ShareFile® e-signature, Lucenta eliminated the manual steps that delayed project starts. Once an agreement is signed, workflows trigger onboarding actions such as project setup, internal notifications and resource allocation—supporting a more seamless transition from sales to delivery.

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

Bजारंग Agarwal,
Founder, Lucenta Solutions

At the same time, Lucenta extended Podio's capabilities by developing its own enhancements. One of the most impactful is an AI-powered agent that integrates directly with Podio to provide daily operational insights. This system delivers reports on pending tasks, pipeline status and overdue items, giving teams instant visibility into what needs attention without manual oversight.

To address the growing complexity of its workflows, Lucenta also built Insights for Podio, a custom monitoring layer that helps teams understand how applications, fields and automations are connected. This makes it possible to troubleshoot issues, identify dependencies and safely update systems without the risk of breaking workflows. The tool has also benefited numerous other Podio customers and implementation partners by providing greater visibility into their Podio environments.

Together, these capabilities transformed Podio from a workflow tool into a fully integrated operational system.

Results

By turning automation into a strategic advantage, Lucenta has created a model for its clients and business growth. Lucenta began seeing a significant increase in lead response

and conversion rates with the implementation of the automated follow-ups. The elimination of missed opportunities proved to be the most impactful. Leads are now tracked within Podio, which helps Agarwal and their team revisit every potential deal at the right time.

“Say for example, we were getting five leads every month before, we saw about a 50% improvement once we started automated follow-ups,” Agarwal said.

Onboarding efficiency also improved dramatically. Lucenta reduced client onboarding time by threefold, allowing teams to start delivering value much faster by automating contract workflows and internal coordination.

Beyond these measurable gains, the company gained something less tangible but equally important: confidence in its operations. With real-time visibility into workflows and dependencies, teams can make changes and improvements without fear of disrupting critical processes.

As for the future, Agarwal and his team are actively exploring new ways to apply AI across its new workflows. For example, they are looking to enhance AI-driven reporting and experiment with agent-based automation to further streamline operations.

About Lucenta Solutions

Lucenta Solutions is a technology and AI automation partner that helps businesses build smarter digital products and automate complex processes. The company delivers scalable web, mobile, and custom software solutions, along with AI-driven workflows, intelligent agents, CRM implementations, and seamless third-party integrations. Its team combines technical excellence with a client-first approach to create solutions that improve efficiency, reduce manual effort, and drive measurable business outcomes. For more information, visit <https://www.lucentasolutions.com/>



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About Progress Software

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