Accelerate Business Operations

Deliver solutions to your complex operational challenges. 10x faster.

**What is Work-Relay?**

Work-Relay is a comprehensive, unified, out-of-the-box, enterprise-grade platform built on Salesforce for designing, managing, and optimizing complex business operations.

Put an end to imperfect, inefficient and haphazardly stitched together processes, people, and systems that slow your organization down.

**Visibility**

Work-Relay provides real-time, end-to-end, holistic visibility into operations and delivers powerful operational insights across teams, departments, and business units.

**Agility**

Create self-contained, independently maintainable units of work that can easily support variations and rapidly adapt and respond to constant change without losing momentum.

**Simplicity**

Work-Relay provides a single environment in which organizations can easily model the structure of work, the resources required to complete it, and the timeframe that constrains it.

**Productivity & Efficiency**

Get the right work in the right sequence to the right resources at the right time, minimize lag time, improve work transitions, and augment the smarts of knowledge workers.

Gain a competitive advantage

Reduce risk, increase compliance, maximize productivity, facilitate efficiency, provide holistic visibility and gain a competitive advantage by reducing work cycles and overhead.

Leverage the power of Salesforce

Work-Relay distills, simplifies, and extends Salesforce functionality into a business operations framework that allows business analysts and power users to configure highly customized, dynamic, enterprise-grade business solutions.

**No Coding**

Years of development have gone into eliminating the need to code complex operational solutions.

**No Apps**

There is only one app - Work-Relay. All solutions are composed inside the app using a common framework, thereby reducing complexity and providing consistency.

**No Templates**

A dynamic, modular architecture eliminates the need to use static templates for repetitive projects.

**No Salesforce Expertise**

The system is completely self-contained. There is no need to learn/access Salesforce tools to build operational solutions.
Where Work-Relay fits

**Typical Use Cases**

- **Product Installations**
  - Fiber Networks
  - Packaged Software
  - Point-of-Sale

- **Service Provisioning**
  - Financial Services
  - Marketing
  - Clinical Trials

- **Mass Customization**
  - Designer Products
  - Food Packaging
  - Parts Manufacturing

- **Internal Operations**
  - Vendor Management
  - Franchisee Management
  - Complex Approval Management

**Industries**

- Telecom
- CPG
- Retail
- Manufacturing
- Financial Services
- Marketing
- Health and Life Sciences
- Industrial and Energy
- Education
- Franchises
- Business Services

**Solution Examples**

- **Manage business operations with agility**
  In addition to increasing operational velocity, add the ability to quickly respond and adapt to changing circumstances.

- **Bring process management discipline to repetitive projects**
  Manage complex process-driven projects with unified process/project functionality.

- **Eliminate operational spreadsheets**
  Migrate complex spreadsheet applications to Work-Relay so they can participate in end-to-end processes.

- **Migrate legacy BPM and work/project management systems**
  Replace legacy systems (e.g. IBM Lombardi, Lotus Notes, PMG) and work management systems (e.g. Workfront, Wrike, Smartsheets) to eliminate having multiple platforms.

- **Automate complex processes without code**
  Proven ability to handle complex processes with thousands of users in multiple Fortune 50 companies without code.

- **Take citizen development to the next level**
  Eliminate the need to develop individual apps and focus on building consistent, well-designed, flexible, and easy to maintain solutions using a simple framework.

**Sample Customers**

- **Home Depot** uses Work-Relay to manage their Vendors skus and pricing changes.
- **Mars** uses Work-Relay to orchestrate its global production processes.
- **P&G** uses Work-Relay to manage their Design-to-Print package process for its lines of business, amongst other processes.
- **CDK Global** uses Work-Relay to manage the installation of their car dealership software worldwide.
- **Uniti Fiber** uses Work-Relay to manage its complex fiber installation projects.
- **Re/Max** uses Work-Relay to onboard franchisees.
- **Transcontinental** uses Work-Relay to manage custom packaging production.
- **Greenworks** built a platform that guides internal staff through the project management of Commercial Property Assessed Clean Energy (C-PACE) loan applications from lead through closing.

Work-Relay combines features and capabilities that are naturally associated with business process management platforms, with features and capabilities normally found in project management tools, in one unified toolset.

In Work-Relay, process models are adaptive things that can be easily influenced by operating conditions on the ground.

Work-Relay promotes a work environment where structure can be introduced into work coordination systems, but where individuals also have discretion over how the details of individual tasks are completed (and indeed, who completes them).