



REFLEX
SOLUTIONS

Casestudy



How Reflex Solutions transformed their business with Zoho Projects

The company

Founded in 2000, Reflex Solutions is an ICT Vendor in South Africa that focuses on mid-market to small enterprise businesses. They offer a full range of ICT solutions to clients: cloud services, carrier services, security operations centre, fractional CIO, connectivity solutions, and end user computing. Reflex Solutions has extensive experience in ICT requirements, and excel at analysing a business and developing an overall ICT strategy with budgeting and risk analyses for that business.

The challenge

“One of the most prominent challenges is that, in our line of work, we often deal with complex projects that span long durations, along with many internal and external parties.”

Darrel Kirby
COO

They also faced visibility and time management issues for all their projects, sometimes up to 50 complex projects concurrently. They wanted to integrate their projects with existing ITSM support tools for easy referencing and access.

The solution

When looking for a capable project management tool, Reflex reviewed half a dozen other applications. Many of them had some odd nuances, or were missing some key elements to ensure security and integration into other components of the business. They felt that features of Zoho Projects were best suited for their business requirements.

"I was immediately able to test and trial the key details of the application that I needed for my business by myself", said Darrel

Often the onboarding process requires a sales pitch and a tedious process of multiple meetings and implementation fees. Zoho removed all these processes and allowed them to make the decision by empowering them with all the details needed along with trial access.

Adoption of Zoho Projects was straightforward, and little training was needed for the employees. The chat function within the app helped them get along as a team, and the help forum combined with the user education videos aided in discovering the various modules and how to best use them.

The Solution

Adopting Zoho Projects has transformed their business from isolated projects to a consolidated business view. Zoho Projects enabled them to quickly identify the business's capacity and holistically manage the large volume of projects, decreasing the project lead times and reducing the risk of failing projects. Moreover, it was trouble-free to implement straight off the shelf with little effort. The cost per user is well priced and affordable compared to other products. "The fact that Zoho bills in our South African currency is a definite winner as it has helped us a ton", said Darrel.

Benefits and ROI

"Zoho Projects has given us the capability to enforce stricter controls and concentrate our focus on the key deliverables, projects, and risks", said Darrel.

The templates functionality of Zoho Projects has been of great value as it has allowed the team to predict lead times and effort in advance by templating the entire process. By consolidating the project's visibility, the Product Managers can preliminarily focus on tasks in order, instead of the old way of reacting to escalations of overdue tasks. With the help of custom fields, the projects' stages and corresponding revenue can be tracked anytime.

Zoho Projects has also helped the managers improve their managing capacity and reduce the risk of being overburdened when dealing with multiple projects. This has led to a better project balance across the team, ensuring that all the staff members are not inundated and overworked.

With the continuous usage of Zoho Projects, the quality and implementation have risen to a higher level, as everyone can learn and observe lessons from the ongoing projects. The lessons learned from managing the projects are compiled into documentation for ease of reference for quality assurance, which has greatly reduced the support escalations.

Privacy and Security

Privacy is very important at Reflex. Regardless of the POPI Act, Reflex has always been very strict in ensuring that the data and information are protected and secure.



Darrel Kirby

Chief Operating Officer
Reflex Solutions

"We wanted an application that is secure and can be centrally managed with a single sign-on and multi factor authentication – Zoho brilliantly fits what we are looking for in both privacy and security aspects", **said Darrel.**



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