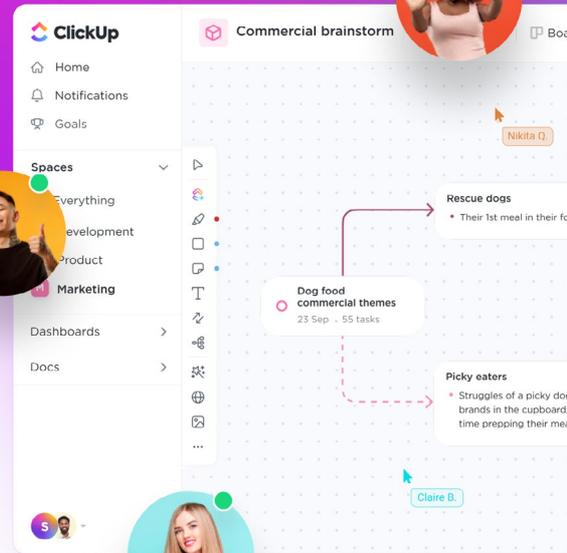


How ICM.S increases team satisfaction and client collaboration with ClickUp

ICM.S is a leading IT consulting firm headquartered in Treviso, Italy. The company offers IT solutions and specialized support to enterprises and organizations worldwide, based on their extended portfolio of SAP products and technology. An award-winning firm, ICM.S has a strong reputation in the enterprise resource planning market for its project success and the continuous innovation of its offerings.



90% of employees satisfied or very satisfied with ClickUp's flexibility compared to previous tools



200+ empowered project consultants



1 powerful productivity platform for project and knowledge management

01

The challenge: client projects stalled by legacy, costly tools

ICM.S delivers complex and technical projects on time and on budget to meet and exceed client expectations. In recent years, as ICM.S and its project management team grew, the complexity of the jobs the company was taking on increased. Its existing project management and knowledge management tools did not scale along with the business and team's growth.

Software licensing models for the existing tools lacked flexibility, which was problematic for long-term use. Since both clients and external partners were involved in projects, ICM.S needed to purchase a full license for each stakeholder, which was costly. Providing clients with project progress updates required lots of manual, time-consuming efforts by each consultant, resulting in redundant emails, calls, and meetings, ultimately affecting project delivery timelines.

After four years with its previous project management tool, the consulting firm's leadership decided it was time to make a change. ICM.S sought a cost-effective, flexible solution that would streamline client project collaboration.



Before ClickUp, we were working in two separate tools. Having to frequently go back and forth from one tool for task management and another for documentation was inefficient for our team.

DAVIDE MAMELI, BUSINESS UNIT MANAGER, ICM.S

02

The solution: scalable, flexible all-in-one productivity platform that streamlines client communication

ICM.S launched a pilot project to test [ClickUp](#) over a four-month period and enlisted five senior project managers to participate. When the four months were up, the company surveyed the project managers, and they provided very positive feedback on their experience with ClickUp. Now, 200+ employees company-wide use the platform to deliver on complex and technical client projects.

2a

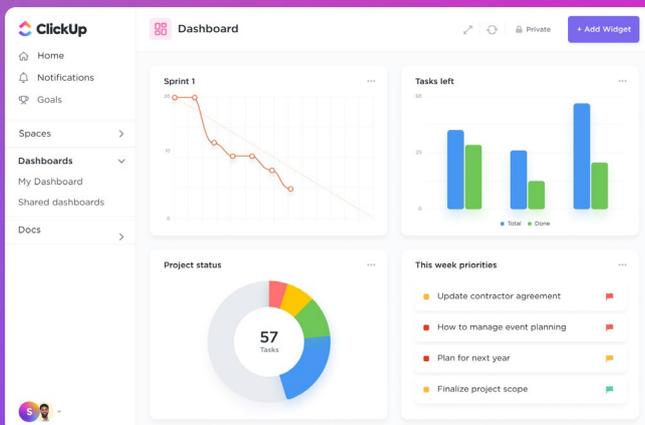
Project management best practices at scale

ICM.S leverages ClickUp to implement a standardized structure for all projects. With over 100 clients and several projects for each client, this helps streamline work and predictably deliver on client work. ClickUp's platform hierarchy has been foundational to scale. The consulting firm uses a ClickUp [Space](#) to organize each client engagement and the [Folder](#) level for each project, as well as various customizable [Lists](#) housing all tasks that live within individual projects.

ClickUp's [Templates](#) also save ICM.S the time they used to spend manually re-creating and duplicating tasks for each new project. The team has created hundreds of standardized project templates that the consulting firm can use to create documents, checklists, tasks, and more.

With ClickUp [Docs](#), ICM.S was able to replace the previous tool for knowledge management, consolidating project management and documentation into one central location. This enabled the company to eliminate excessive toggling and logins.

“Our ClickUp pilot project helped us understand how to structure every space and define all of the templates,” says Davide Mameli, Business Unit Manager at ICM.S. “Starting from a standardized template is easier because every time we give a new project to a project manager, they’re familiar with the structure and they know how to manage the tasks.”



The screenshot shows a document titled "Overview" with the following content:

- Feature Goals:** Compete with other relational database platforms. Provide more powerful linking capabilities in the app.
- Positioning:** Goal is to position ClickUp as a capable relational database. We want to tackle use cases related to CRM such as sales/account management, onboarding/applicant tracking, etc. The Power of relationships is how flexible they are. Simply Link two tasks together, or create a large database of records.
- Feature Details:** Use these to link together any tasks from your Workspace — ideal for linking tasks that are related to the parent task but not necessarily dependent on it.

2b

Platform flexibility empowers project consultants

While ICM.S wanted to standardize project management as much as possible, the company also knew it was important to give each team the flexibility to use their own work processes on a day-to-day basis.

Thanks to 15+ flexible [Views](#) within ClickUp, ICM.S's employees can visualize projects, tasks, and workflows in the way that's best for them. In contrast, the company's previous tool, only offered one basic, out-of-the-box view.

ICM.S finds ClickUp's [Board](#) view especially helpful for reviewing project statuses during meetings. Users can easily update the view in real time by dragging and dropping tasks between statuses. They can also get a quick overview of where all projects stand.

ClickUp's [Gantt view](#) has been another big win for users who prefer viewing their work on a timeline. With its previous tool, ICM.S had to pay extra for an add-on to access a Gantt view, and the user interface wasn't ideal.

2c

Streamlined client collaboration and communication

One of the biggest benefits ICM.S has experienced with ClickUp is the ability to easily engage clients through the platform, making external collaboration a breeze. This ultimately streamlines communications and ensures projects run smoothly.

Before ICM.S implemented ClickUp, the idea of scaling a project management tool to collaborate with the firm's entire portfolio of clients seemed unattainable. Most tools require a full license, which becomes cost-prohibitive. Thanks to ClickUp's robust guest access functionality, ICM.S can add clients to the platform with various levels of access, such as the ability to view, update, and comment on tasks.

"Clients can create tickets related to projects, and our team leads can quickly respond and delegate tasks. This saves tons of time sending emails back and forth, and provides a better client experience," Davide says. "And onboarding clients to ClickUp is simple because the tool is very user friendly."



ClickUp Views aren't just cosmetic. They are a critical and powerful way for us to visually organize and structure work.

DAVIDE MAMELI, BUSINESS UNIT MANAGER, ICM.S





ClickUp offers a way to centralize all of the documentation for a project or a client. It makes it easier for every consultant to get the information they need.

DOMENICO TALARICO, TEAM LEADER, ICM.S

03 The conclusion: a new approach to project management at scale

To keep pace with its growing business while continuing to deliver the high level of service that underscores its reputation, ICM.S implemented ClickUp's powerful all-in-one productivity platform. This enabled the company to eliminate complicated and costly tools from its tech stack, implement project management best practices at scale, and improve both its employee and client experience.

The image displays several screenshots of the ClickUp productivity platform interface:

- Team Workload View:** Shows a bar chart for workload and individual progress for team members:

Team Member	Not done	Done	Progress %
Brendan	23	6	50%
Amy	12	3	50%
William	58	14	25%
- Issues Found Table:**

ISSUES FOUND	TRACKED	ASSIGNEE	DUE DATE	STAGE	PRIORITY
Vendor Info	🕒		📅	INITIATION	🚩
Budget Proposal	🕒		📅	INITIATION	🚩
FinOps Review	🕒		📅	INITIATION	🚩
- Release Project Board View:** A Kanban board with columns: Ready (3), In Progress (4), Review (1), and Issues found. Tasks include "Plan for next year", "Finalize project scope", "Update crucial key objectives", and "Gather key resources".