



## ABOUT THE CLIENT

**ThinkFuel Inc.** is an agency for people who own growth goals within mid-size B2B technology companies who are incensed by their salespeople struggle to get on prospects' calendars.

## RESULTS

### Visibility

Leadership knows their team's capacity

### Clarity

Day-to-day tasks are clear to staff

Build a more **productive**, **profitable**, and **healthy** agency by streamlining your operations in ClickUp.

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# How ZenPilot Helped ThinkFuel Inc. Achieve Complete Visibility into Deliverables & Projects



*"Everything went very smooth and they delivered on exactly what they promised, when they promised.. There was never a drop in communication or delay in the process."*

Kevin D'Arcy  
CEO & Founder, ThinkFuel Inc.

## Overview

ThinkFuel were looking to take their project management to the next level. In particular, they wanted to streamline operations and improve their deliverables and communications with clients.

They reached out to ZenPilot for support in achieving their objectives.

## Challenges

- Establish a standardized way the team delivers services;
- Document ThinkFuel's processes;
- Create an organized framework inside ClickUp to keep everyone on the same page and ensure client deliverables don't fall through the cracks;
- Propagate best practices across the organization;
- Provide leadership insight into capacity/workload.

## Solution

- Assigned two ZenPilot Client Coaches to work directly with the ThinkFuel team.
- Restructured how ThinkFuel organizes tasks so they are better visualized and managed.
- Ensured airtight comms via regular meetings with the project lead as well as ongoing Slack communication.
- Trained and certified the ThinkFuel team on agency project management and operating in ClickUp.
- Empowered ThinkFuel to further grow and adapt processes in the future.

## Results

- Leadership gained a clear view of bandwidth and capacity.
- Staff understand exactly what is expected of them when they sit down every morning.
- Clients have improved visibility into their deliverables.
- The ThinkFuel team can now independently expand their systems for new processes as the company grows.