



ProjectManager

CUSTOMER STORY

Artypac Improves Project Visibility and Workload Planning with ProjectManager

Overview



Artypac manufactures and distributes packaging equipment for the food industry, managing customer projects from initial design and engineering through manufacturing, shipping, commissioning and training. As project complexity increased, the company outgrew the limitations of basic task management tools and needed a better way to coordinate work across departments.

ProjectManager provided the visibility, structure and flexibility Artypac needed to organize projects, improve delegation and plan future workloads. Today, the company uses project templates, Gantt charts and portfolio management tools to manage client projects more effectively from conception through delivery.

Standout features: Gantt charts, portfolio management, team view, project templates custom fields and columns

Key challenges

- Limited visibility into project status and team workloads using basic Microsoft Teams planning tools
- Difficulty connecting tasks to specific projects, milestones and timelines
- Heavy reliance on in-person communication to understand project progress
- Challenges forecasting future workload and resource capacity
- Need to integrate project management processes alongside an existing ERP system

ProjectManager's solutions

- Project-based planning provides greater visibility into milestones, priorities and project status
- Custom templates standardize project setup and streamline project planning
- Team and portfolio views improve workload management and delegation
- Flexible workflows adapt to evolving business processes and departmental needs



Location

Quebec, Canada



Website

www.artypac.com



Industry

Manufacturing & Packaging Equipment



Company Size

~20 employees



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An Introduction to Artypac

Artypac is a manufacturer and distributor of packaging equipment serving customers in the food industry. The company manages highly customized projects that often involve multiple departments, including engineering, procurement, manufacturing, assembly, quality control and customer training.

As a project manager, Christopher Mendez oversees the entire project lifecycle. From assessing customer requirements and coordinating designs to managing schedules and ensuring successful delivery, he serves as the primary point of contact between customers and internal teams.

Because Artypac operates with a lean team of approximately 20 employees, visibility and coordination are critical to keeping projects on track.



Microsoft Teams Wasn't Providing Enough Project Visibility

Before implementing ProjectManager, Artypac relied on the free version of Microsoft Teams to manage projects.

While the platform worked for basic task tracking, it lacked the structure needed to manage multiple client projects simultaneously. Tasks existed independently rather than as part of larger project plans, making it difficult to understand project status, monitor workloads or forecast future capacity.

The company struggled to answer key questions:

- ✓ Where does each project stand?
- ✓ Who owns specific deliverables?
- ✓ Which milestones are at risk?
- ✓ How much work is coming in over the next several months?

Without project-level visibility, teams often relied on conversations and manual follow-ups to stay informed.

"We wanted to map out projects and make projections about workload months into the future, but we didn't have the visibility to do that," Mendez said.



Why Artypac Chose ProjectManager

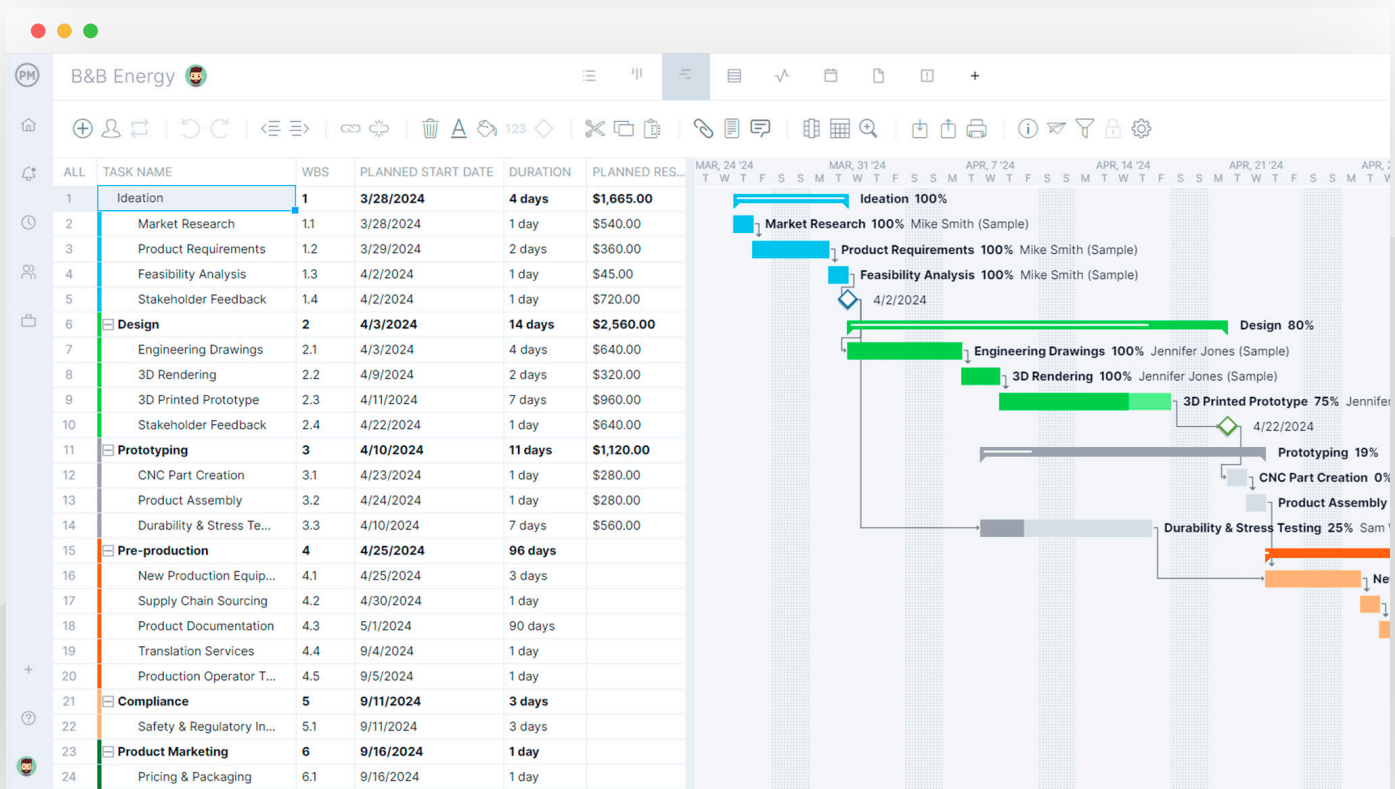
When evaluating project management software, Artypac considered several other options in the space.

ProjectManager stood out because it provided the project-level planning capabilities they needed while remaining flexible enough for a growing manufacturing business.

The engineering team was particularly drawn to the platform's interface and ease of use. The Gantt chart functionality, project organization capabilities and ongoing product improvements also helped differentiate ProjectManager from competing solutions.

Mendez appreciated that the software could support a wide range of workflows without forcing the company into rigid processes.

"As a small company, we're always changing how we do things. It's nice to have a platform that can transition effortlessly with us," he said.



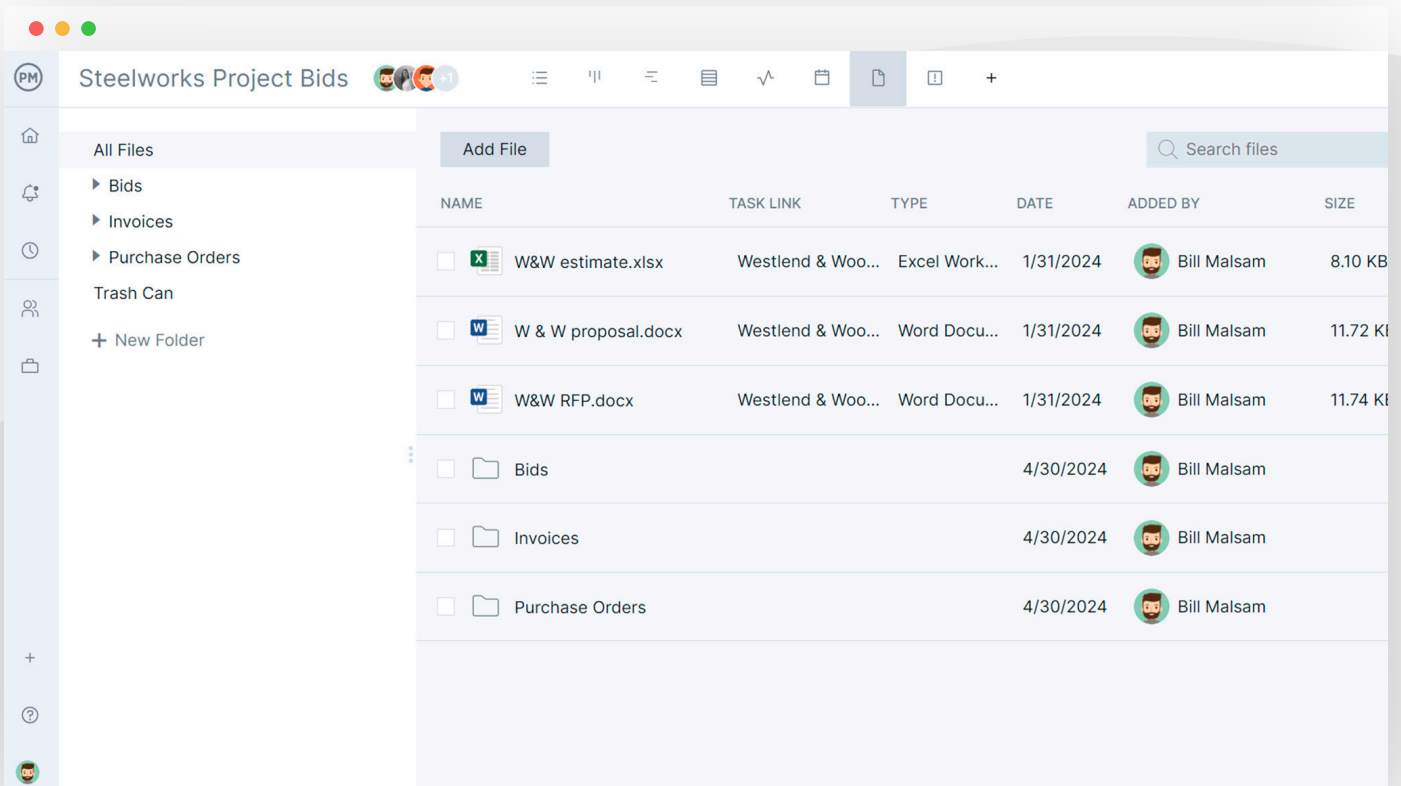
Simplified Project Management with Flexible Templates

Today, every new customer engagement begins with a ProjectManager project template.

When a new order comes in, Mendez creates a project record from a standardized template that includes milestones, tasks and project phases. From there, the team customizes timelines, assigns responsibilities and builds out project-specific workflows.

This approach has created greater consistency across projects while maintaining the flexibility needed for highly customized manufacturing work.

The ability to create subtasks, customize project structures and adapt workflows allows Artypac to continuously refine its processes without rebuilding its project management system.



Better Visibility Improves Planning and Delegation

One of the most significant improvements has been the ability to understand project status and team workloads at a glance.

With ProjectManager, tasks are tied directly to projects, making it easier to see progress, track milestones and identify priorities. Team views and portfolio management tools help leadership understand resource allocation and balance workloads across multiple projects.

The result is better planning, clearer delegation and greater confidence in project information.

"It's a step in the right direction for planning and delegation. We have a much better understanding of where projects stand."



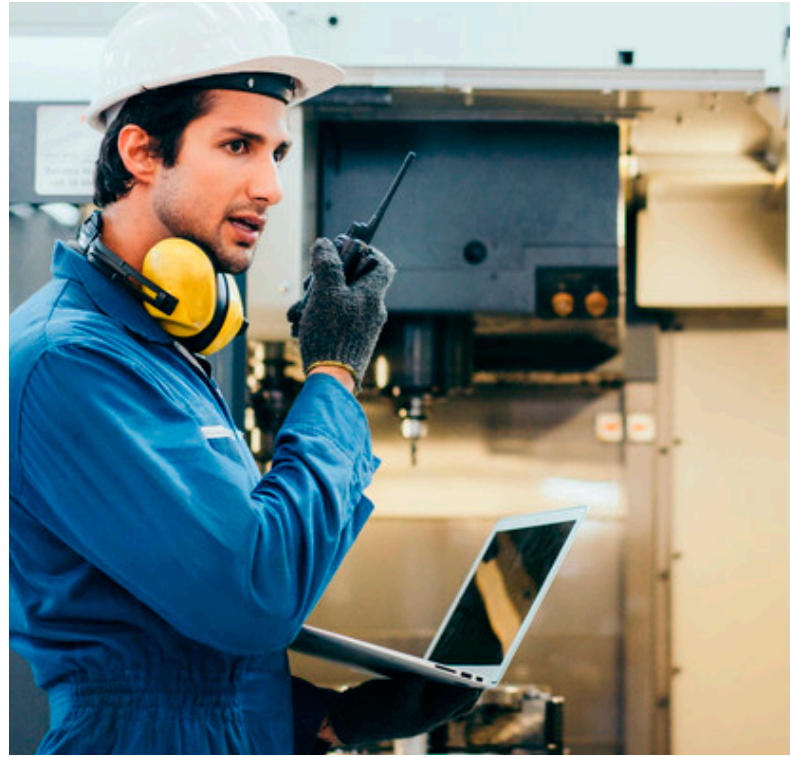
"It's a step in the right direction for planning and delegation. We have a much better understanding of where projects stand."

Christopher Mendez, Project Manager

Supporting a Growing Manufacturing Operation

As Artypac continues to refine its project management processes, ProjectManager provides a flexible foundation that can evolve alongside the business.

Mendez appreciates the platform's ability to support different workflows across departments while maintaining a consistent structure for managing customer projects. Project templates, customizable views and portfolio-level visibility allow the team to adapt processes as business needs change without disrupting day-to-day operations.



The platform's robust feature set also gives Artypac opportunities to expand how it manages workload planning, reporting and project oversight over time.

"It's very adaptable and customizable. If we find a better way to do something, it's easy to adjust our workflows and keep moving forward."



A Strong Foundation for Future Expansion

Although Artypac continues to refine how it uses advanced reporting and workload forecasting features, Mendez considers ProjectManager a worthwhile investment.

The platform has helped the company move beyond disconnected task management and establish a more organized, project-focused approach to planning and execution.

For a manufacturing company managing complex customer projects across multiple departments, ProjectManager provides the visibility, flexibility and structure needed to support continued growth.

"ProjectManager helps us organize projects better, improve delegation and gain a clearer picture of where our work stands."



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for yourself?

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