



CASE STUDY

# How Greico Insurance Simplified Workflows with Cranston IT's Expertise

Cranston IT optimized a custom FileMaker solution, cutting data entry time and improving daily efficiency company-wide.



6-Minute Average Response Time



1,182 End Users Supported



11-Minute Average Resolution Time



70 Companies Supported

## Overview / Summary

Greico Insurance partnered with Cranston IT to expand the capabilities of their custom FileMaker application and streamline everyday business operations.

After building an initial version in-house, the client recognized that the system had far greater potential and required professional expertise to reach it.

Through close collaboration, Cranston IT's consultant refined and optimized the application, delivering faster data entry, smoother workflows, and measurable time savings.

Their ability to translate technical skill into practical business results made Cranston IT an invaluable partner in improving productivity and minimizing manual effort.

## Business Challenge & History

The client developed a FileMaker app to manage data but quickly reached its limits. Expanding its capabilities required time, technical expertise, and ongoing maintenance beyond internal capacity.

Key challenges included:

- Manual data entry slowing down productivity and accuracy.
- Limited technical knowledge to enhance or automate processes.
- Need for a scalable system that could evolve with business growth.
- Difficulty maintaining focus on operations while managing technology.



***“My relationship with Cranston IT and my assigned consultant has proven invaluable to reducing my data entry time and processing.”***

Darla Greico, Greico Insurance

## The Solution

With Cranston IT's help, the client transformed a basic FileMaker setup into a fully optimized business tool. The project began with a review of existing workflows to uncover inefficiencies and identify ways to simplify data management.

### Key solutions included:

- A targeted technical review that revealed where the system could perform more efficiently.
- Improved database structure and layout, making it faster and easier for staff to work within.
- Smart automation features that eliminated repetitive data entry and manual corrections.
- Collaborative consulting that focused on business goals rather than just technical fixes.
- Ongoing support to keep the system responsive, scalable, and in sync with day-to-day operations.

## Turning Complexity into Clarity with Expert IT Guidance

The collaboration between Greico Insurance and Cranston IT showcases how expertise can unlock the true potential of business technology.

By transforming a self-built FileMaker tool into a powerful, automated system, Cranston IT delivered real, measurable value that simplified work and reduced effort.

Today, the client continues to benefit from a streamlined, dependable workflow that evolves alongside their operations. This partnership stands as proof that when technology is guided by experience and care, it becomes a driver of growth and efficiency.

## The Benefits or Outcomes

Partnering with Cranston IT gave the client measurable improvements in speed, accuracy, and overall workflow efficiency.

What once required hours of manual input became a smooth, automated process that freed up valuable time for higher-priority work.

The enhancements to the FileMaker app created a more intuitive and reliable system, reducing bottlenecks and improving data consistency. Employees could now complete tasks with less effort, translating into faster turnaround and stronger business performance.

## Going Forward

The client continues to rely on Cranston IT for guidance as their business processes evolve. With the foundation of a refined FileMaker system, they can now pursue new automation opportunities and data-driven improvements without disrupting operations.

## Solutions Deep Dive

Cranston IT's team focused on making the client's FileMaker platform smarter and more intuitive.

They restructured data fields, automated recurring inputs, and integrated new features that simplified daily use.

This hands-on optimization turned a time-consuming process into a seamless, efficient workflow, delivering tangible productivity gains and freeing the client to focus on running their business.

## Transform Your Business Data into Actionable Efficiency

Partner with Cranston IT to turn complex systems into streamlined solutions that save time and drive results.

[Get Help Now](#)