

# SBV Driving Scaled Operations with **monday.com**

How SBV Scaled Operations and Saved Over 3,800 Hours  
with monday.com in Just 6 Months

## OVERVIEW

SBV Services, a leader in the cash industry, ensures cash availability and provides value-added cash services through its cash processing and logistics operations.

SBV supports the day-to-day operations of banks, businesses and central banks. As the organisation evolved, the digitisation of processes, cross-functional collaboration and visibility of the BOW's across the various functional areas of the business became key to organising workflows and enhancing productivity. SBV adopted **Monday.com**, to enable and empower teams across Finance, Delivery & Execution and Human Resources and to drive a unified, more productive and digitised way of working.

## KEY BUSINESS CHALLENGES

- ✗ Manual task management via emails, spreadsheets, and siloed systems.
- ✗ Poor visibility and standardization in project tracking, payroll input, and document control.

Ready to streamline your operations like SBV?

Book a free consultation with The CRM Team today.

**BOOK NOW**

## SOLUTION & IMPLEMENTATION

monday.com was rolled out across:



**Finance for Accounts**  
Payable, Payroll, Recons, and Compliance Reporting.



**Delivery & Execution** for Project Schedules, RAID Logs, and Document Management.



**HR & Ops for Onboarding**, Training, and Performance Reviews.

Teams digitized their core processes using boards, dashboards, and automations—replacing manual effort with structured workflows and centralized collaboration.

## KEY RESULTS & VALUE FOR MONEY



### Time & Cost Savings

- ✓ **3,698 hours saved** via automations and integrations – the equivalent of **462 workdays**.
- ✓ **111 hours saved** through real-time updates and comment threads—replacing back-and-forth emails and status meetings.

*"We can now prevent bottlenecks and reassign work easily thanks to visibility."*



### Workflow Efficiency & Integration

- ✓ **110,948 automations & integrations** implemented.
- ✓ **737 new boards and 47 dashboards** created in just 6 months—driving visibility and agility.

*"Our audit and reporting ability has drastically improved."*



### High Adoption & Engagement

- ✓ **90% MAPP** (Monthly Active Paying People) average across departments.
- ✓ Usage scaled from **79 to 137 Weekly Active Users**, now stable at 120+.
- ✓ **709 tasks completed weekly** and 71 average daily users.

*"Teams now have clear ownership and a consistent view of their work."*



### Operational Embedding

- ✓ **1,451 active boards, 279 dashboards, and 1,305 docs loaded**—showing deep integration into daily operations.
- ✓ **monday.com** now serves as a central system for reporting, document control, and collaboration.

## CONCLUSION

monday.com has become a core operational platform for SBV, transforming how teams collaborate, measure, and deliver work. With thousands of hours saved, higher staff engagement, and audit-ready workflows, the return on investment has been both measurable and sustainable.

*"Start with a non-sensitive but impactful use case. Let teams explore and build confidence. Appoint internal champions and prioritize training. You won't regret it - monday.com is the best investment you can make. Access and governance are easily controlled, so you can scale with peace of mind."*