



SUCCESS STORY

75% Faster Grid Setup, 3x Faster Loads:
From Conga Bottlenecks to GridMate
Breakthroughs





By replacing Conga Grid with GridMate, WEM Civil transformed how their teams manage large project claims, employee scheduling, and day-to-day Salesforce operations. With Lightning-native components, simplified grid configuration, and responsive support, the construction company moved from frustration to efficiency, cutting grid setup time and improving record load times dramatically.





THE CUSTOMER

Founded in 1958, WEM Civil is a family-owned contractor delivering civil infrastructure projects across Greater Sydney, the Illawarra, the Hunter region, and Regional NSW. With expertise spanning residential, industrial, logistics, and open-space developments, WEM Civil is known for its customer-first approach, strong values, and ability to deliver projects of any scale with precision and trust.

WEM Civil's Salesforce environment is centered on Service Cloud for managing operations and service delivery, with additional use of Sales Cloud to support business development.





THE CHALLENGE

- ❗ Rising costs and poor support with Conga Grid
- ❗ Grids too slow for project managers handling thousands of records
- ❗ Admin inefficiency in configuring grids (40-60 minutes per grid setup)
- ❗ Fragmented tools, including a separate third-party calendar tool

WEM Civil had relied on Conga Grid for over five years but faced mounting frustrations. Licensing costs climbed annually, while support response times stretched up to **two weeks** for even simple requests.





For project managers handling 2,000+ claim records, Conga's Visualforce-based grids were painfully slow, taking up to 10 seconds to load and stalling workflows. Admins also struggled: configuring or modifying a grid could take up to an hour, and structural changes such as adding new columns often failed to appear immediately, causing confusion and inefficiency.

On top of this, WEM relied on additional AppExchange tools like *Calendar Anything* for employee leave tracking, adding unnecessary complexity to their Salesforce environment, driving up costs and contributing to app sprawl.





THE SOLUTION

- Lightning-native grids for faster, modern UI/UX
- Role-based permissions for secure admin control
- Calendar and File Explorer components replacing third-party apps
- Seamless migration support and same-day responsiveness

After discovering GridMate at an Agentforce World Tour event, WEM Civil partnered with the GridMate team to transition away from Conga. The migration was seamless: GridMate's support engineers reviewed WEM's existing Conga grids and rebuilt them in GridMate, providing an improved foundation. From there, WEM's team was able to clone these grids and add their own customizations, ensuring continuity while unlocking new flexibility.





Key solutions included:

- **Lightning-native User Grids:** Moving away from Visualforce gave WEM a modern, responsive interface that eliminated lag and improved the user experience significantly.
- **Admin control & flexibility:** GridMate introduced role-based permissions, allowing admins to restrict setup functions to specific profiles - something Conga could not do.
- **Unified tools:** WEM adopted GridMate's **Multi Calendar** component to manage employee leave and scheduling directly in Salesforce, replacing third-party tools like Calendar Anything. They also introduced GridMate's **File Explorer** component to streamline access to files and records.
- **Responsive support:** A smooth, hassle-free migration backed by same-day assistance gave WEM confidence during the transition and ensured a seamless handover to their admins.





THE IMPACT

- ✓ 75% reduction in grid setup time
- ✓ 70% faster record load speeds
- ✓ Streamlined tech stack resulting in lower costs
- ✓ 10x faster support boosting admin confidence

Faster grid loading speeds: Grids with thousands of records now load in under 3 seconds compared to 10 seconds with Conga, delivering about a 70% time saving.

Admin efficiency: By reducing setup from 40-60 minutes to just 15, GridMate cut grid configuration time by 75%.

Unified tools: By adopting GridMate's Calendar and File Explorer components, WEM replaced third-party apps like Calendar Anything, reducing costs and consolidating tools on a single platform.





Reliable support: With Conga, support requests often went unanswered for weeks, leaving admins stuck and forcing workarounds. GridMate's same-day responsiveness has changed that dynamic entirely. This reliability not only saves time but also gives admins the confidence to keep projects moving without disruption.





"With Conga, configuring a new grid could take up to an hour, and even then changes wouldn't appear right away. With GridMate, I can do the same thing in just 15 minutes, and it works exactly as expected. On top of that, the support team is incredibly responsive; I get same-day answers instead of waiting weeks. That combination of speed, reliability, and service has made our lives so much easier."

Michael Sun
Technology Analyst,
WEM Civil





For WEM Civil, GridMate has turned Salesforce into a more modern, responsive workspace - helping both admins and end users work faster, with greater confidence and less frustration.

