



# From Paper to Peace of Mind

How MondoCRM helped Church Wigan bring compassion and efficiency to funeral bookings.



## A CASE STUDY

*Behind every memorial is a family navigating grief. By building a system that supports both staff and service providers, MondoCRM helped ensure that no name is misspelled, no message is missed, and no step is forgotten.*



## Executive Summary

Church Wigan (which is made of 30 churches) needed a system that ensured clarity, consistency, and care—without overwhelming the staff. MondoCRM replaced disconnected spreadsheets and paperwork with WiredContact CRM, purpose-built to handle every aspect of funeral bookings.

MondoCRM replaced disconnected spreadsheets and paperwork with a customized CRM, purpose-built to handle every aspect of funeral bookings. We delivered a system that:

- ✓ Centralized contacts & vendor records – No more re-entering data across forms or events.
- ✓ Automated fee calculations & invoicing – Saves hours and reduces errors from manual math.
- ✓ Email templates & one-click comms – Keeps all parties (organists, funeral directors, clergy) in the loop without copy/paste chaos.
- ✓ Custom workflows/forms tailored to the event type – Adapts to 1- or 2-stage funerals and captures details that spreadsheets simply can't track cleanly.

## The Challenge

Church Wigan's previous booking process was deeply manual—built on handwritten notes, Word docs, and repeated emails. Staff were often re-entering the same vendor info for each memorial, calculating fees by hand, and struggling to find past records when needed. Even sending a simple message to an organist involved too many clicks—or forgotten steps. As funerals grew more complex, the administrative burden did too.

## The Solution

MondoCRM tailored WiredContact for funeral bookings—simple, powerful, and built for non-technical users. Top features include:

1. Centralized Contacts  
One shared list of funeral directors, ministers, organists, and more—no re-keying needed.
2. Smart Booking & Fees  
Auto-filled forms based on memorial type, with dropdowns for custom services and preset fees.
3. Built-In Emails & Invoicing  
One-click templates for vendor notices and invoices—no external apps or accounting software required.
4. Custom Reports & Payment Tracking  
11 built-in reports to track bookings, payments, and outstanding balances in an exportable format.

## The Impact

Since the rollout:

- ✓ Staff time per booking has been dramatically reduced.
- ✓ Payments are tracked and reconciled more easily.
- ✓ Errors from re-keying or fee miscalculations are virtually eliminated
- ✓ Staff with limited computer literacy embraced the system—and stuck with it.

Most importantly, parishes can now focus on supporting families—not chasing down details or redoing admin work.



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## The Client Quote

"WiredContact has allowed us to centralise and streamline the funeral service forming a collaborated working partnership with all our stakeholders."

– Funeral Co-Ordinator, Church Wigan

## The Key Takeaways

1. Even non-technical teams can thrive with the right CRM.
2. Automating fee structures and contact roles reduces stress and errors.
3. You don't need accounting software to invoice with confidence.
4. Supporting grieving families starts with supporting the admin team.



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