

# Flexco's governance upgrade with Diligent Boards and Data Room

## Company overview

Based in the Chicago Metropolitan area, Flexco is a company focused on the production of conveyor belt products. With customers in over 150 countries, over 1,800 distributor partners and subsidiaries across six continents, the company has a lot to keep track of across meetings and directors.

After transitioning from an executive assistant to an executive manager, Krystyna Kwintal identified the board meeting process as an area ripe for transformation. Her leadership catalyzed Flexco's journey from manual, paper-heavy board management to a fully digital, secure and efficient workflow powered by Diligent Boards and enhanced with Diligent Data Room workflow powered by Diligent Boards and enhanced with GovernAI and Data Room.

## The challenge

Before adopting Diligent, preparing quarterly board materials was a time-consuming and error-prone process, burdened by both administrative challenges and logistical hurdles. Here were the main challenges Krystyna faced:

- **Overwhelming volume:** Board packets regularly exceeded 100 pages, with distribution to 10–11 board members and six executives each cycle.
- **Manual coordination:** With no central platform, updates required endless email threads and version tracking headaches.
- **Administrative burden:** Krystyna spent up to three days printing, collating, labeling and shipping physical packets.
- **Costly last-minute changes:** Any edits meant full reprints, leading to wasted time, paper and expense.
- **Expensive logistics:** Secure overnight shipping added significant costs and complexity every quarter.

The cumulative workload was not just an inconvenience — it limited agility, created operational bottlenecks and undermined Flexco's broader commitment to innovation.

“Assembling the packets took an entire day, and collating and packaging would often go late into the evening. Any last-minute change meant reprinting and redistributing pages for every board member.”

**Krystyna Kwintal**  
Manager, Executive Office  
Flexco

## The solution

With executive support, Krystyna did a methodical search for a best-fit solution — one marked by robust security, collaboration capabilities and operational efficiency. After recommendations from peers and her own detailed research, Diligent emerged as the optimal platform for Flexco's needs.


After a successful pilot, tailored training and hands-on support ensured high adoption, even among the less tech-savvy users. Within a few meeting cycles, the platform's impact was dramatic.


## Business value

Once implementation was completed, the team quickly saw value in using Diligent, making board meetings more collaborative and accessible while fostering a culture of innovation and efficiency.

- **Time savings:** Transitioning from manual assembly and shipping (up to three days per cycle) to instantaneous, digital board book distribution cut material prep time from 24+ hours to a fraction of that per cycle.
- **Accessibility & convenience:** Board members and executives now access materials securely from any device, anywhere, through the Diligent Boards app — without the need for bulky paper packets.
- **Enhanced meeting preparation:** Early digital distribution grants directors more time to review, absorb and formulate questions — translating into higher value, strategic meeting content.

- **Secure collaboration:** Sensitive board materials and shareholder documents can be safely distributed via **Diligent Data Room**, ensuring confidential, compliant sharing with encryption and access controls.
- **Environmental impact:** Thousands of printed pages and high-carbon shipping were eliminated each quarter, aligning with Flexco's sustainability values.
- **Stress reduction:** No longer held back by manual, repetitive tasks, Krystyna and the team reclaimed operational bandwidth to contribute to higher-value work.
- **Smarter discussions:** With the **AI Smart Summary** feature, Flexco is now automating the creation of summary documents that highlight crucial action items and discussion topics, helping directors prep efficiently.
- **Strategic prep:** **AI Smart Prep** provides executives with suggested questions the board might ask, streamlining board material review and guiding strategic dialogue ahead of the meeting.
- **Stakeholder satisfaction:** Instead of mailing annual tax documents to 130+ shareholders, Flexco now shares them instantly and securely online — dramatically accelerating delivery and improving stakeholder experience.

 "I'm really excited about the Smart Summary feature...this will help create summary documents for our team so meetings can focus on strategy and discussion, not just reviewing material."



- **Streamlined Q&A:** Directors enter questions directly into a shared document prior to meetings; executives reply in advance, allowing meetings to be hyper-focused on strategic decision-making rather than on updates.
- **Single platform efficiency:** Consolidation of all board-related digital functions (distribution, collaboration and secure data rooms) in Diligent reduces tool sprawl and cost, with no need for disparate file sharing or email-based solutions.

“Diligent Data Room makes sharing sensitive information seamless, helping us collaborate more easily and work more efficiently.”

## Business impact & results

The transformation was immediate and tangible. Material drafting time, which once consumed up to three full days per quarterly cycle, now takes a fraction of that. This dramatic reduction freed Krystyna and her team to focus on higher-value, strategic work instead of repetitive administrative tasks, allowing the executive office to contribute more directly to the company’s growth and governance priorities.

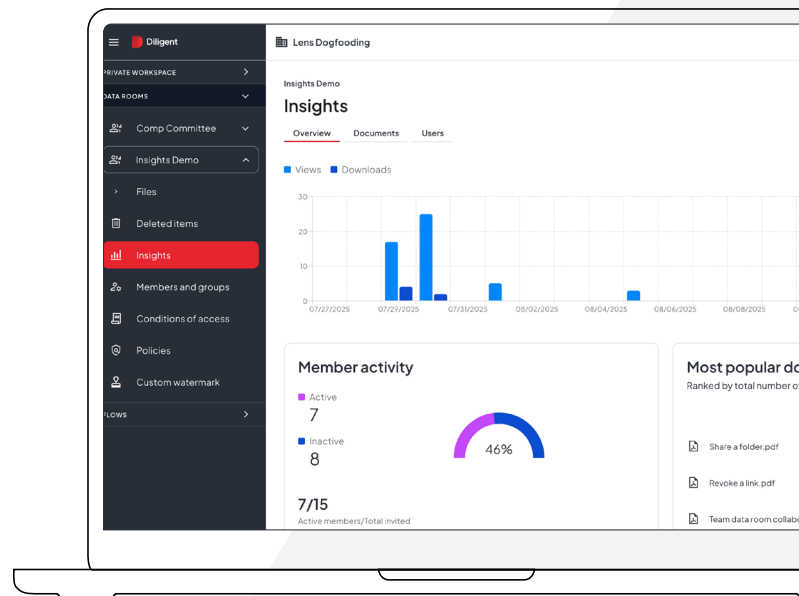
Board preparation has become seamless. Directors now receive curated agendas, giving them more time to review content and engage in focused, strategic discussions during meetings. With quarterly board books delivered faster and simultaneously to all 10–11 directors and six executives, delays and last-minute logistical headaches are a thing of the past.

Flexco has also seen a significant improvement in stakeholder communication. Over 130 shareholders now receive tax documents securely and

instantly online, streamlining reporting, improving transparency, and ensuring compliance. At the same time, the company has achieved substantial cost and environmental savings — thousands of printed pages and expensive, high-carbon shipping are eliminated every year, aligning with Flexco’s sustainability commitments.

Finally, directors are now empowered with secure, mobile-ready access to all materials from any device, anywhere. Sensitive documents are fully protected, while the team gains flexibility and agility to respond quickly to evolving governance needs.

The overall impact is clear: what once took days and extensive effort now happens instantly, securely, and sustainably — giving the Flexco team more time and bandwidth to focus on governance, strategy and innovation.





## Conclusion

Flexco's shift to Diligent Boards and Data Room redefined board governance:

- Process efficiency enabled strategic focus at every meeting.
- Secure collaboration protected critical documents and improved experience.
- AI-driven tools are paving the way for smarter governance moving forward.

With measurable time and cost efficiencies, improved data security and smarter meetings, Flexco is equipped for continued innovation and stronger oversight.

**What's next?** Flexco's next move is rolling out **AI Smart Builder** and **AI Smart Minutes**, which will automate meeting documents and free up even more time for Krystyna and the team to focus on long-term strategy, new ways to innovate and structuring the company for continued growth in the future.

## Take the next step

Flexco's journey shows how modern digital governance tools can unlock efficiency, security, and smarter meetings. Talk to a Diligent expert today to explore the possibilities for your board.

[Request a demo](#) ▶

## About Diligent

Diligent is the leading GRC SaaS company, empowering more than 1 million users and 700,000 board members and leaders to make better decisions, faster. The Diligent One Platform helps organizations connect their entire GRC practice — including governance, risk, compliance, audit and ESG — to bring clarity to complex risk, stay ahead of regulatory changes and deliver impactful insights, in one consolidated view.

Learn more at [diligent.com](https://diligent.com).

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