

COMPANY CASE STUDY

Unified and Tailored Approach Deploying Smartsheet Fosters Visibility for Emerging Workday Partner



The Client

Industry:
Technology Consulting

Organization Size:
250 employees

Smartsheet Platforms:
Modern Project & Portfolio Management,
Dynamic View, WorkApps

This high-growth, emerging Workday partner looked to Curated Automation to apply Smartsheet's powerful cloud-based, work management technology to build a foundation to scale and streamline enterprise project management and their internal infrastructure.

Challenge

The growing firm required a tailored Smartsheet solution that capitalized on the full power of the technology with a focus on:

- Unified application of Smartsheet for enterprise project management - enabling visibility across projects, streamlined issue tracking, automation
- Meaningful reports & dashboards with dynamic insights on project health
- Technology infrastructure for internal functions

The firm's growth and fast pace mandated that the technology not disrupt the flow of work.

Approach

Our team deployed custom Smartsheet solutions that leveraged our proprietary software, Cascade, to:

- Automate and centralize project updates
- Build dashboards with the key project metrics that drive on-time, on-budget deployments
- Align the technology with the firm's holistic transformation approach
- Design Performance Management and Change Request & Ticketing systems for the internal team

Our team incorporated a consistent experience across Smartsheet with embedded Education & Training Services.

Outcomes

Empowered Leaders to be proactive with real time, dynamic dashboards at client and enterprise level

Higher Customer Satisfaction due to faster response times and transparency on project status and health

Reduced Operational Costs through streamlined workflows and defined, scalable processes

Minimized Change Management with a unified experience

Improved Delivery by embedding the firm's transformation methodology

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The focus on a unified deployment approach, change management, and a consistent experience across use cases minimized the friction that comes with change and enabled our leaders with dynamic, easy to digest dashboards - giving us full visibility into the health of our projects and business.

TECHNOLOGY PRACTICE LEADER