

smartsheet ENGAGE

Customer Deep-Dive:
Office Depot



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#SmartsheetENGAGE

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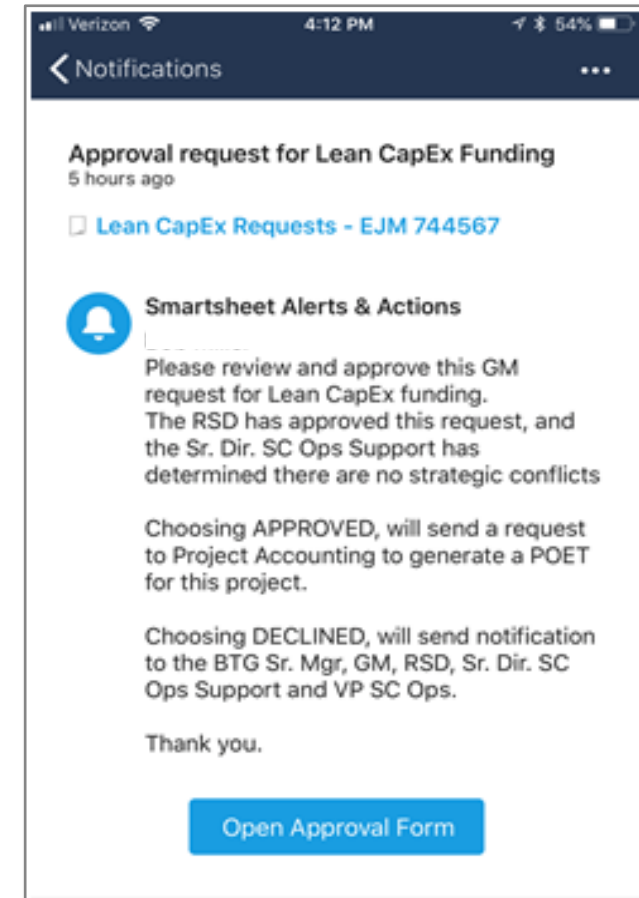
Outcomes

- Understand importance of **flow**
- Enable your work differently: work**flows** in a river system
- Leverage how Smartsheet **enables** your business & unleashes **innovation**

Lean Capital Request Process

Improved Process **Enabled** through Smartsheet

- Reduced to **7** days from 6-8 weeks
- Often **same day** process
- Core connection point to build other work**flows**



Innovation at Speed: Financials

Enabling individuals to experiment and **flow** into the river system

- **Connected** Supply Chain, Construction, and Retail to common financial feeds and structure
- **Progress** versus status

The screenshot shows a configuration window titled "Office Depot" with a close button (X) in the top right corner. The window is divided into two main sections: a left-hand navigation menu and a right-hand configuration area.

Left-hand navigation menu:

- Source** (checked): Select input file source and format.
- Target**: Select target sheet and upload action.
- Filters** (checked): Control which input rows are imported into Smartsheet.
- Mapping**: Map source to target columns.
- Schedule**: Automatically execute the workflow on a schedule.
- Expressions**: Values that can be imported into a column instead of data from the input file.

Right-hand configuration area:

- Source Location**: Smartsheet Attachment (dropdown menu)
- Attachment Sheet**: File Upload (with search icon)
- Choose Attachment by**: Most recent (dropdown menu)
- Content Type**: Excel (dropdown menu)
- Does the input file have column headers?**:
- First Row**: 1 (input field)
- Tab Number**: 1 (input field)

At the bottom right of the window, there are "Close" and "Next" buttons.



Innovation at Speed: Test & Learn

Integrated across experiment scale & full deployment

Office DEPOT OfficeMax

Lean Opportunity - CapEx Request

Complete this form and click SUBMIT to request CapEx reviews/approvals for Lean Opportunities.

LOCATION & CONTACT INFORMATION

Country: [Requested Country]
 US Canada

Location*
 Selected location from drop down list:

Cost Center: 5 digits ONLY*
 Enter 5 digit cost center for location (ex. 62002)
 DO NOT include location number, GL, or LOB.

GM or Requester email*
 Choose from drop down list or type in email.

BTO Sr. Mgr.*
 Ken Loskamp (keneth.loskamp@officedepot.com)
 Kurtis Powers (kurtis.powers@officedepot.com)

File Alerts & Actions Forms

	H1	H2	Provisioned	Idea Selection Name	SCC Status	Project URL	Exper... ID	Experiment Name
1								
2								
3								
4				12345 - Experiment 00	Ready	12345 - Experiment 00	12345	Experiment 001
5				00001 - Experiment 00	Ready	Experiment 002 - Exe	00001	Experiment 002
6				00002 - Experiment 00	Ready	00002 - Experiment 00	00002	Experiment 003
7				00003 - Experiment 00	Ready	00003 - Experiment 00	00003	Experiment 004
8				00004 - Experiment 00	Ready		00004	Experiment 005
9				00005 - Experiment 00	Ready		00005	Experiment 006
10				00006 - Experiment 00	Ready	00006 - Experiment 00	00006	Experiment 007
11				00007 - Experiment 00	Ready	00007 - Experiment 00	00007	Experiment 008
12				00008 - Experiment 00	Ready		00008	Experiment 009
13				00009 - Experiment 01	Ready		00009	Experiment 010
14				00010 - Experiment 01	Ready	00010 - Experiment 01	00010	Experiment 011
15				00011 - Experiment 01	Ready		00011	Experiment 012
16				00012 - Experiment 01	Ready		00012	Experiment 013
17				00013 - Experiment 01	Ready	00013 - Experiment 01	00013	Experiment 014
18				00014 - Experiment 01	Ready	00014 - Experiment 01	00014	Experiment 015

Alerts & Actions

Set up a rule that will

Select an alert or action...

Please provide feedback

Update Request - Assign POET - Lean CapEx Request

When VP SC Log Svcs Approval Status changes to Approved
 Send an update request to Ken Loskamp, Rebecca Hop, John Solarin right away

set by Ken Loskamp September 5, 2018 12:42 PM

Sr. Dir SC Ops Support - Lean CapEx - Review Request

When BTO Review changes to Checked
 Send an approval request to Sr. Dir. SC Ops Support (Engineering) right away

set by Ken Loskamp August 16, 2018 12:40 PM

VP SC Ops - Notification of CapEx requests reviewed by Engineering

When a row is changed
 Where Sr. Dir. SC Ops Support Review Status is No Strategic Conflict
 Notify VP SC Ops once a day

set by Ken Loskamp August 16, 2018 12:39 PM

Office Depot smartsheet Control Center

My Projects

test@smartsheet.com

Test & Learn

0 projects

10 projects

New Blueprint

Executive Dashboard Reports

Name	Sharing	Owner	Last Update
<input type="checkbox"/> Go/No-Go Report	Workspace	anthony.sanfilippo+officedepot@smartsheet.com	09/17/18
<input type="checkbox"/> Projects	Workspace	anthony.sanfilippo+officedepot@smartsheet.com	09/17/18
<input type="checkbox"/> Requests	Workspace	anthony.sanfilippo+officedepot@smartsheet.com	09/17/18

File Alerts & Actions Forms

Iteration	Header	Phase	Location	Plan	Execution	Review	Close	% Complete
1	Header							30%
1	1	1	Location 1					75%
1	1	1	Phase					100%
1	1	1	Phase					100%
1	1	1	Phase					100%
1	1	1	Phase					100%
2	1	1	Location 2					90%
2	1	1	Phase					100%
2	1	1	Phase					100%
2	1	1	Phase					90%
2	1	1	Phase					100%
3	1	1	Location 3					25%
3	1	1	Phase					100%
3	1	1	Phase					100%

Innovation at Speed: Real Estate Automated Portfolio in Context

Office DEPOT

Real Estate Deal Intake

Loc #*

Address

Address 2

City

Additional Divisions

Send me a copy of my responses

Powered by SmartSheet Forms
Privacy Policy | Report Abuse

Deal #	Deal Type	Status	Address
100024	Lease	Pending	100024
100027	Lease	Pending	100027
100032	Lease	Pending	100032
100034	Lease	Pending	100034
100037	Lease	Pending	100037
100041	Lease	Pending	100041
100044	Lease	Pending	100044
100046	Lease	Pending	100046
100048	Lease	Pending	100048
100054	Lease	Pending	100054
100059	Lease	Pending	100059
100066	Lease	Pending	100066
100074	Lease	Pending	100074
100076	Lease	Pending	100076
100078	Lease	Pending	100078

Deal Log Summary	Legal Contract No.	Status
100024	100024	Pending
100027	100027	Pending
100032	100032	Pending
100034	100034	Pending
100037	100037	Pending
100041	100041	Pending
100044	100044	Pending
100046	100046	Pending
100048	100048	Pending
100054	100054	Pending
100059	100059	Pending
100066	100066	Pending
100074	100074	Pending
100076	100076	Pending
100078	100078	Pending

Office DEPOT

Real Estate Legal Status Entry

Business*

LL Broker*

Tract Broker*

File Attachments

Initial Comments & Conditions

LGL TRX Type*

Notice Deadline*

Expiration Date*

REMED*

Send me a copy of my responses

Hal Messages About Today

Andy Simpson 10:41 AM
Hello Hal

Hal 10:41 AM
What can I help you with today, Andy?
You can say:
1) Real Estate Deals
2) Legal
3) Portfolio

Andy Simpson 10:41 AM
Hi

Hal 10:41 AM
Would you like to know about deals assigned to you or all deals by the US state they're in?

Andy Simpson 10:41 AM
me

Hal 10:41 AM
You have 3 deals assigned to you. Would you like to know about them? I can also send them to your email if you'd like.

Andy Simpson 10:41 AM
Yes

Hal 10:41 AM
Loc #: OVN-1000
Deal Type
Renewal
Owned/Leased
CN
Loc #: OVN-4000

Deal #	Deal Type	Status	Address
2018.06.0004119E.LGL	Lease	Fully Executed	Orlando FL
2018.01.0002249E.LGL	Lease	Active - Not Executed	Aurora IL
2017.11.0001509E.LGL	Lease	Active - Not Executed	Richmond VA
2018.04.0003169E.LGL	Lease	Active - Not Executed	Tangerent OR
2018.08.0005109E.LGL	Lease	Sent to LL for signature	New York NY
2018.04.0003209E.LGL	Lease	Sent to LL for signature	Wapohu HI
2018.04.0003209E.LGL	Lease	Active - Not Executed	Oswego IL

Innovation at Speed

Enabling individuals to experiment and **flow** into the river system

- Financials <10 people
- Test & Learn
- Real Estate 2 months



Supply Chain Performance Cards

Instructing Executive Engagement

CRO



Trend	KPI	Progress to Goal
↓	Overall Sales	4
↑	Customer Onboarding	5
↑	NPS	5
↑	Pricing	7

CPO



Trend	KPI	Progress to Goal
→	Release Throughput	6
↑	Features Enabled	7
↑	Innovation	7
↓	Ontime Delivery	5

CMO



Trend	KPI	Progress to Goal
→	Omni-Channel Ca	5
↑	Channel Health	6
→	Brand Awareness	3
↑	Digital Engagemer	6

CFO



Trend	KPI	Progress to Goal
↓	Budget	7
↑	CAPEX	5
→	OPEX	4
↑	Reporting	6

COO



Trend	KPI	Progress to Goal
↑	IGM	3
→	M&A	7
↓	EPMO	5
↑	Employee Onbc	8

CIO



Trend	KPI	Progress to Goal
→	Business Enableme	5
↓	IT PMO	6
↓	App Portfolio	7
↑	Tech Portfolio	7

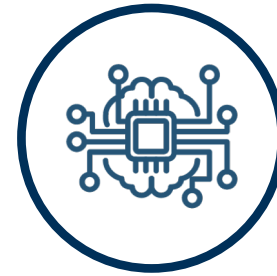
Intelligent Workflows

Unleash innovation throughout the organization



Automated Process

- **Routine** and repetitive
- Highly structured and **fixed**
- **Human**-dependent adaptation

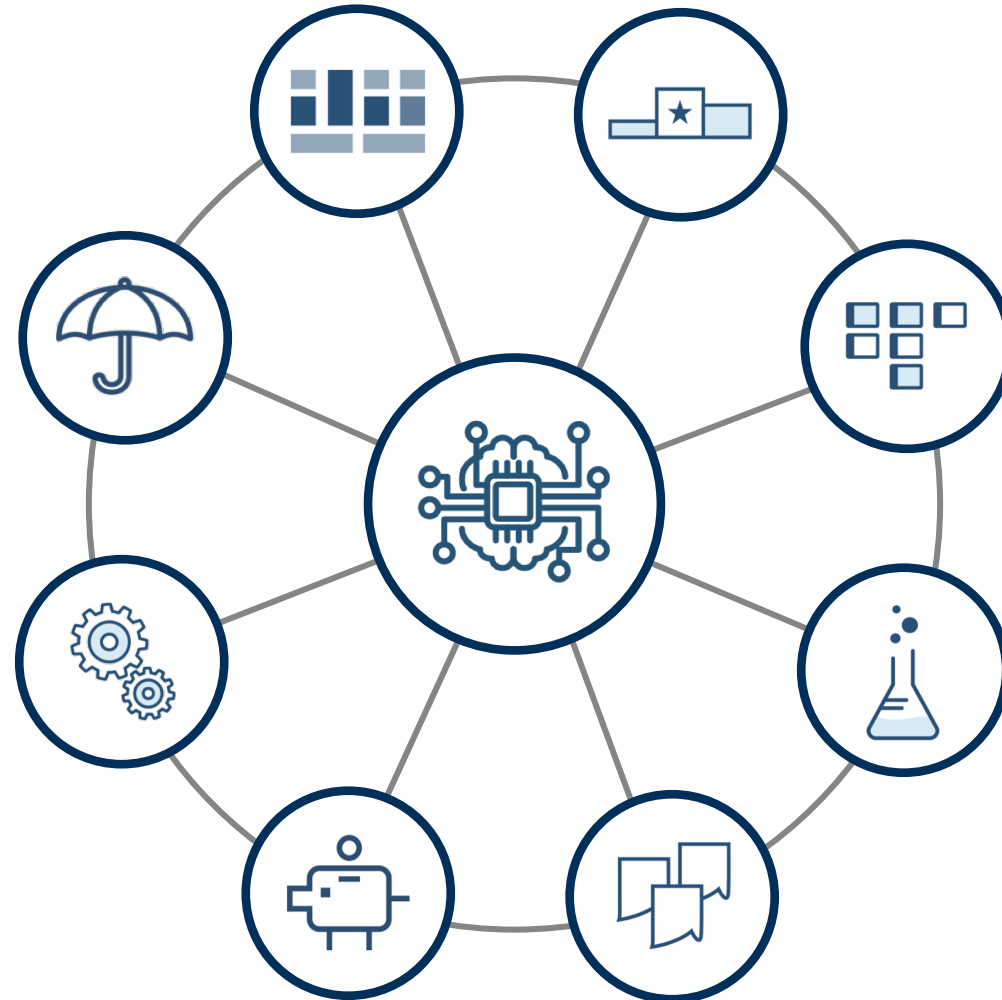


Intelligent Workflow

- **Interactive** and conversational
- Flexible and **dynamic**
- **Self**-driven

Intelligent Workflows

Unleash innovation throughout the organization



“I’m proud to be Japanese and I wanted my country to **succeed**. I believed my system was a way that could help us become a modern industrial nation. That is why I had no problem with sharing it with other Japanese companies, even my biggest competitors.”

“But I was **very, very concerned** that you Americans and Europeans would understand what we were doing, copy it, and defeat us in the marketplace.”

“I explained it by talking about...
reduction of the **seven wastes.**”

Purpose of LEAN is **Not** Waste Elimination!

His strategy to confuse us
is still effective almost
30 years after his death!



Taiichi Ohno

Born: February 29, 1912

Died: May 28, 1990

Focusing on Smartsheet **tools** hides innovative work**flow** possibilities

Visible

Smartsheet solutions (tools, techniques and principles) to improve quality, cost, and delivery



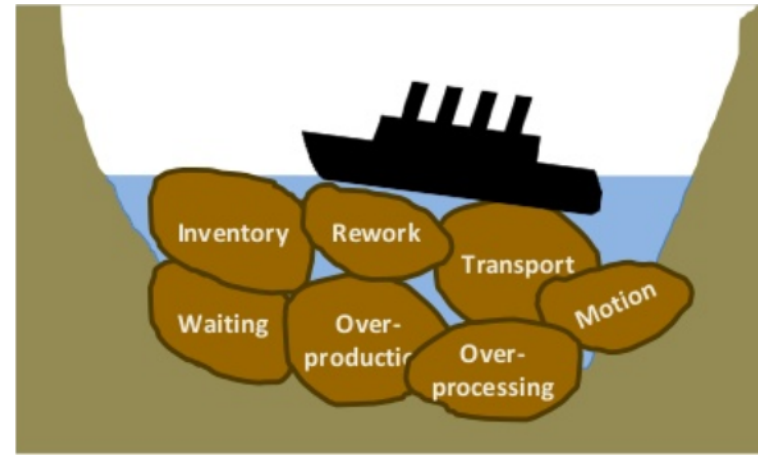
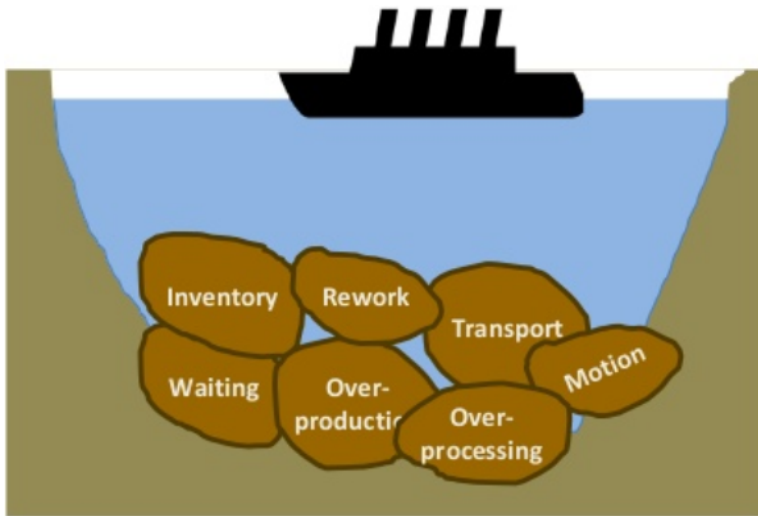
Less Visible

A collaborative **connector** of work**flows** across platforms, structured & unstructured

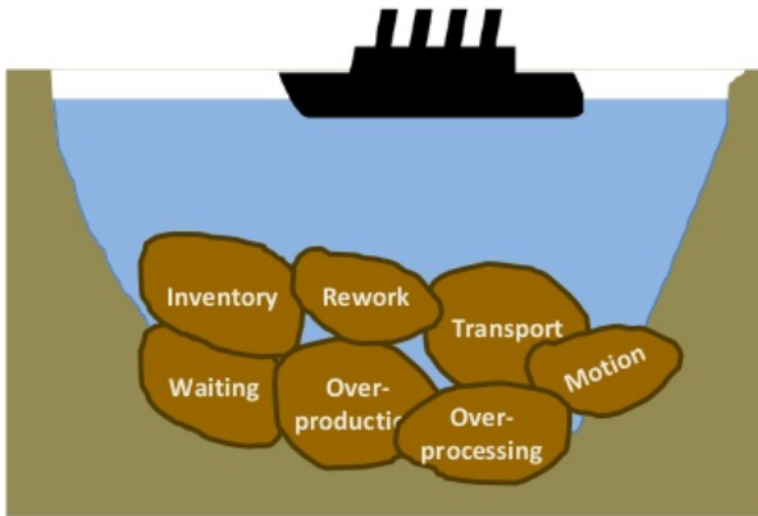
Managers are the teachers of that **connection**, people are the **innovators**



Ever used or seen this illustration?



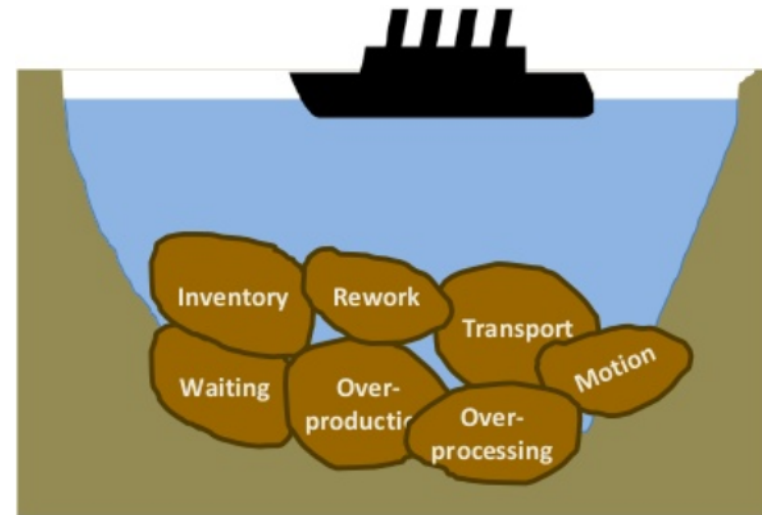
Ever used or seen this illustration?



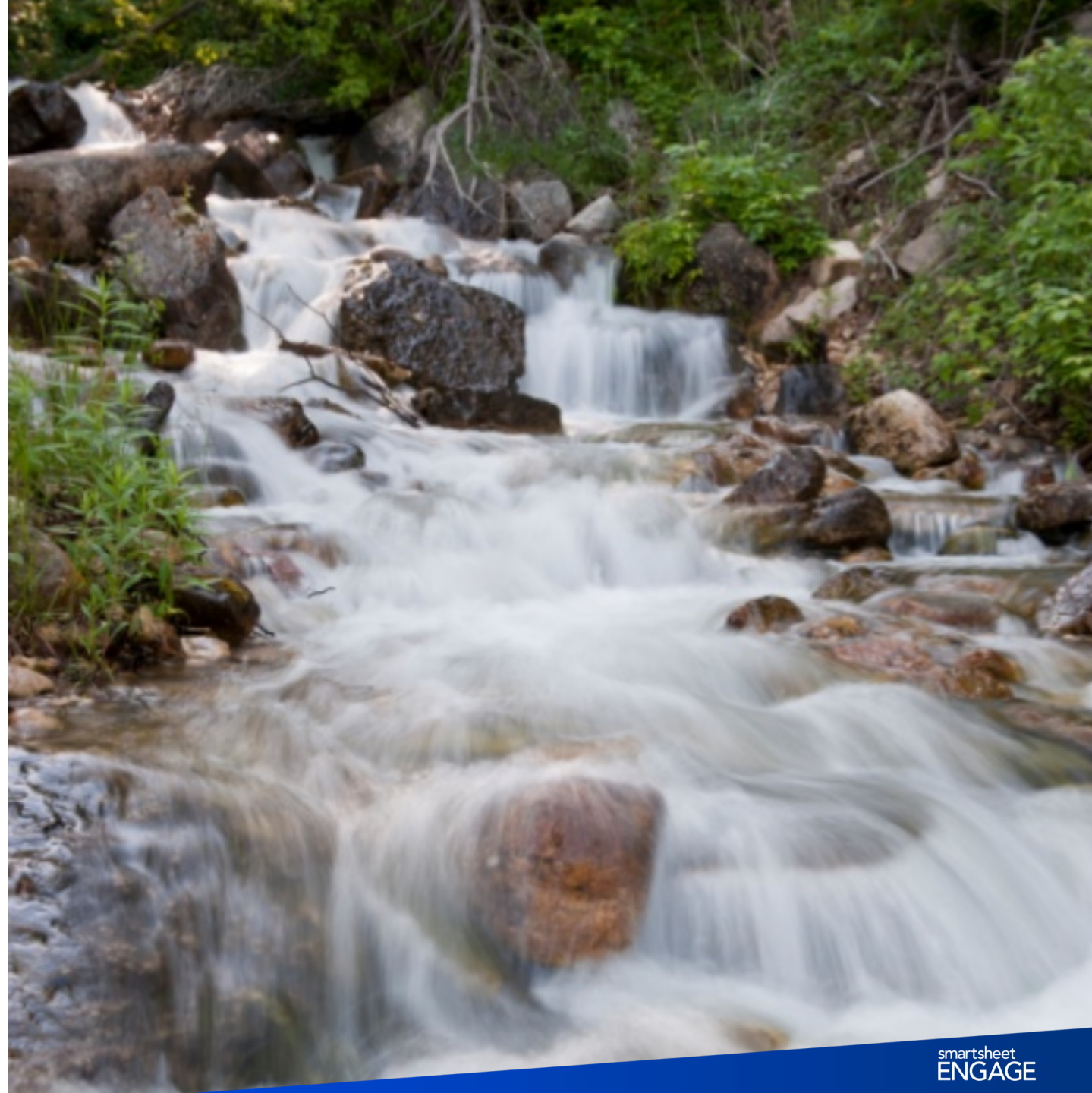
It is not about the boat,
it is about the **water!**

Here is Ohno's **mis-direction**

It is not a lake,
it is a **river**.



That is why
the **rocks**
have to move!



That is why
the **rocks**
have to move!



...to drive **flow**
through a
river system!



“It’s what Smartsheet **enables,**
beyond what it does”



smartsheet
ENGAGE / Q&A

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- Visit the Innovation Center for hands-on learning, support, services, swag, and more