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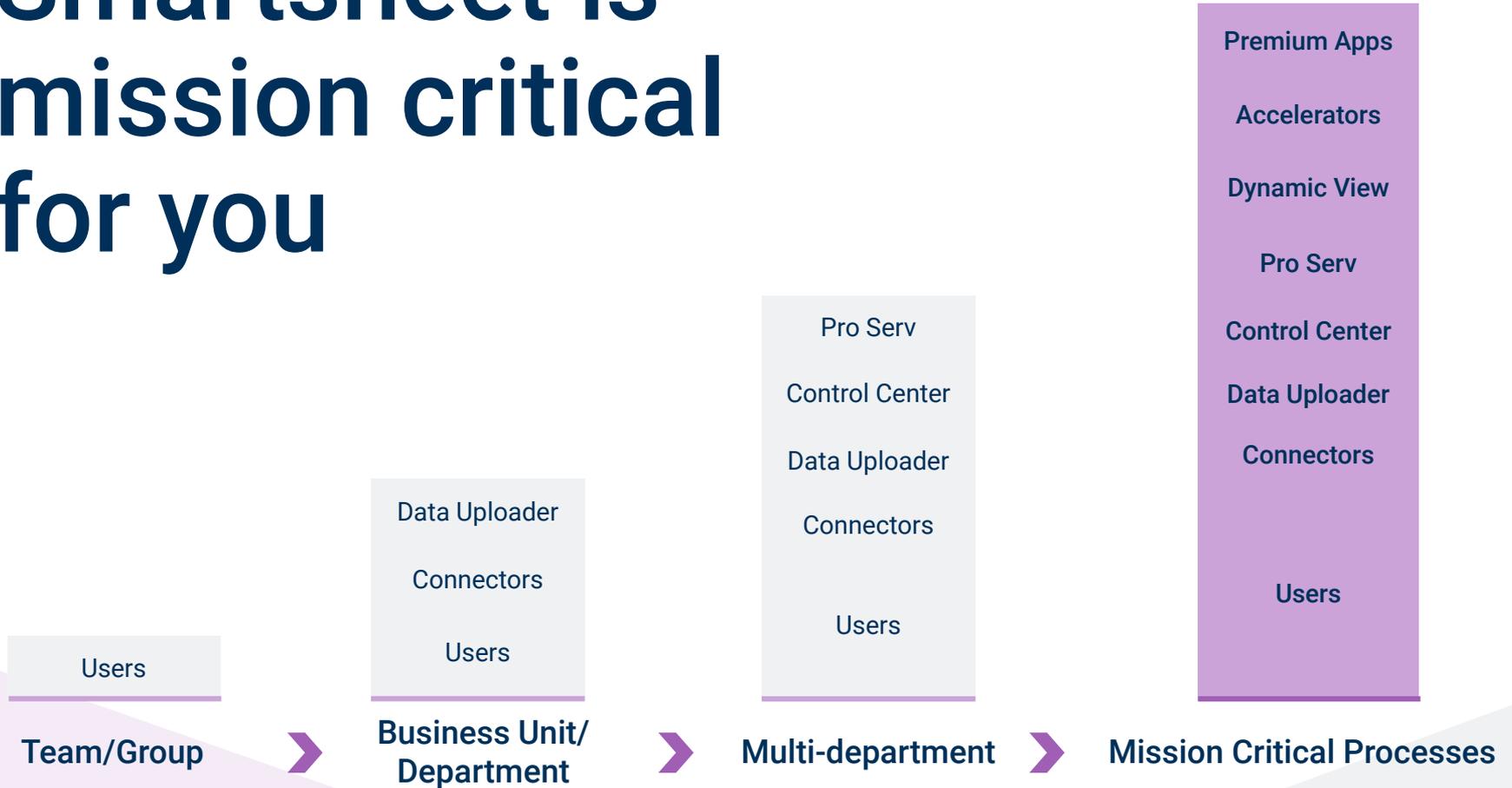
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Delivering a highly available and scalable Smartsheet service

Praerit Garg
CTO & EVP of Engineering



Smartsheet is mission critical for you



Smartsheet Engineering Priorities



Availability



Security



Scalability



Performance



Features

*You are pushing us to do better
on each of these dimensions*

You are doing more...

- 1 Sheets grew 40% YoY
- 2 Reports & Dashboards grew 100% YoY
- 3 Automation Rules grew 162% YoY
- 4 Daily Sheet loads grew 50% YoY, New Sharings grew 149% YoY
- 5 Daily Report loads grew 72% YoY, Dashboard loads grew 97% YoY

You are also doing it faster...



Reports load up to 10x faster



Large Sheets load 2x faster



Sheet links refresh 2x faster



Sheets with 100s of columns are 6x faster

*"Woah! A game changer for us."
- David*

*"I tested a report in the *** workspace (3500 sheets) prior to the release and it took 27 seconds to load (sometimes it errors out and doesn't load at all) - tried it now and it loads in just 2.7 seconds!"
- David*

Innovation you will experience...



Faster Home



Even larger and faster sheets



Form submissions beyond sheet size



Faster sheet saves - near real time maybe?



Scalable sharing -- large and nested groups

Service availability investments

- Primary & Failover data center => 3 “Always On” data centers
- Weeks or months => minutes to provision hardware
- Monolithic architecture => independent single function services
- Scale testing
- Diligent change management, real time monitoring and mitigation

Protecting your data



Every change you make is stored **five** times



Master data stores for Sheets, Reports, Rules, Accounts,...



One real time copies across two data centers



One delayed copy and One Offline backup for disaster recovery



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