
smartsheet
ENGAGE
2019

Certain information set forth in this presentation may be “forward-looking information.” Except for statements of historical fact, information contained herein may constitute forward-looking statements. Forward-looking statements are not guarantees of future performance and undue reliance should not be placed on them. Such forward-looking statements necessarily involve known and unknown risks and uncertainties, many of which are and will be described in Smartsheet’s filings with the US Securities and Exchange Commission, and these risks and uncertainties may cause actual performance and financial results in future periods to differ materially from any projections of future performance or results expressed or implied by such forward-looking statements. Although forward-looking statements contained herein are based upon what Smartsheet management believes are reasonable assumptions, there can be no assurance that forward-looking statements will prove to be accurate, as actual results and future events could differ materially from those anticipated in such statements. Smartsheet undertakes no obligation to update forward-looking statements except as required by law.

Smartsheet is a registered trademark of Smartsheet Inc. The names and logos of actual companies and products used in this presentation are the trademarks of their respective owners and no endorsement or affiliation is implied by their use.

Tanya Lingle

Customer Success Manager (CSM), Government

- Joined Smartsheet in May 2017
- Team lead
- Government vertical program owner for Commercial Customer Success
- Seattle, WA



Agenda

Smartsheet Gov

How Government customers use Smartsheet

Panel introductions and discussion

Open Q&A

Introducing Smartsheet Gov

Federal-government ready

Compliant	Secure	Enterprise grade
FedRAMP Joint Authorization Board P-ATO August 2019	Built on the AWS GovCloud (US)	Multi-factor authentication ready
Initial ATO at “moderate”	Based off NIST standards	Event reporting*
DISA IL2 August 2019 (IL4 in process)		Directory integration*
		Administration center*

*features on product roadmap

NIST National Institute of Standards and Technology

GSA

FedRAMP

FedRAMP CONNECT

AWS GovCloud (US)

Government use cases

- Increased visibility and transparency
- Enhanced collaboration
- Time savings
- Improved productivity

smartsheet ENGAGE 2019

Panelist Introductions

Dale Dean

Chief Strategic Performance &
Innovation Officer, City of Southlake



Strategy Management

Performance Management

Innovation

Corporate Technology

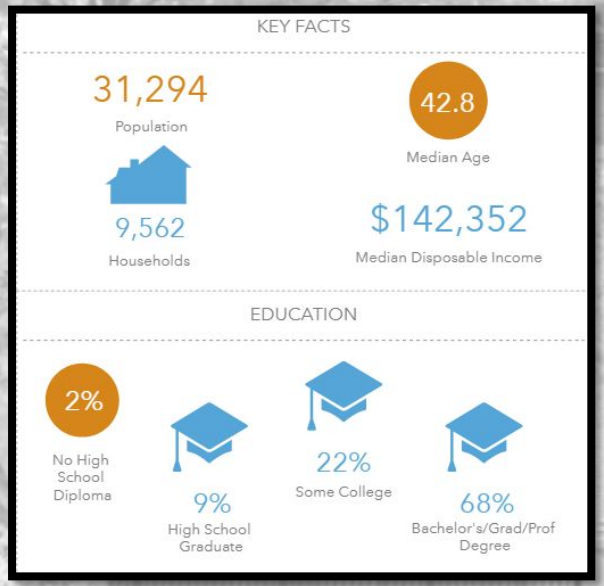
Application Development

Office of Performance Excellence

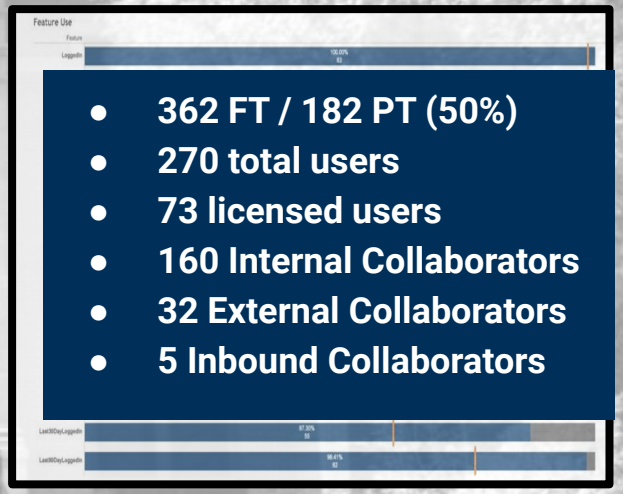
Providing strategic leadership to aid city staff in improving
the quality of life for our residents, business owners, and visitors

smartsheet ENGAGE 2019

City of Southlake overview



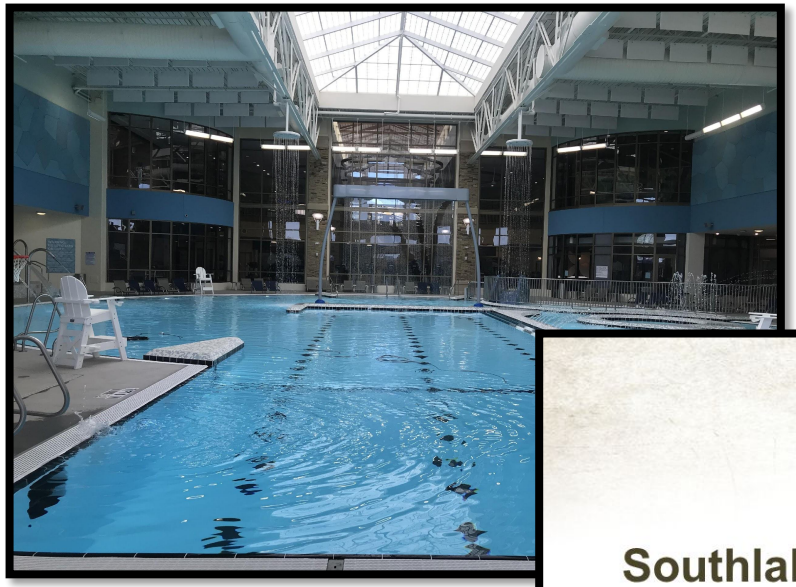




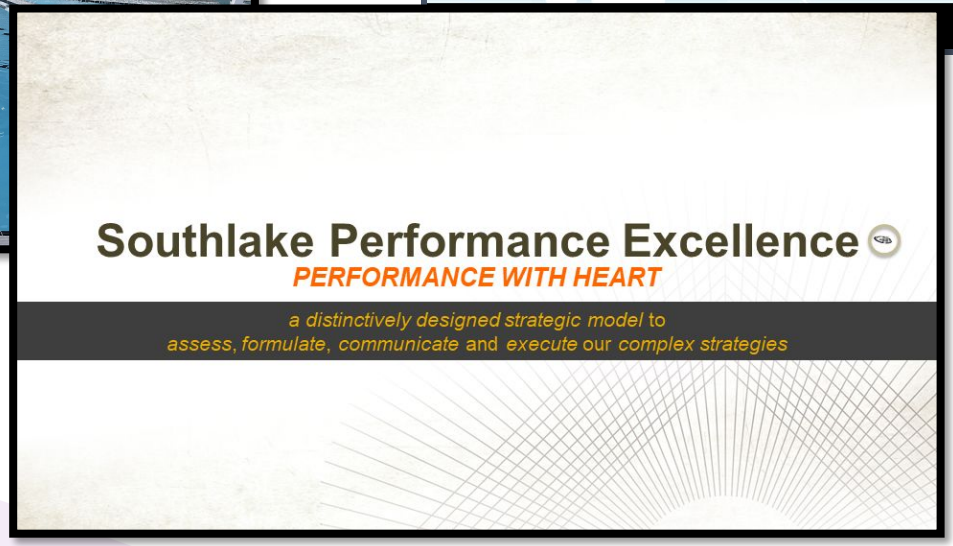
The City of Southlake provides municipal services that support the highest quality of life for our residents, businesses, and visitors. We do this by being an exemplary model of balancing efficiency, fiscal responsibility, transparency, and sustainability.

smartsheet ENGAGE

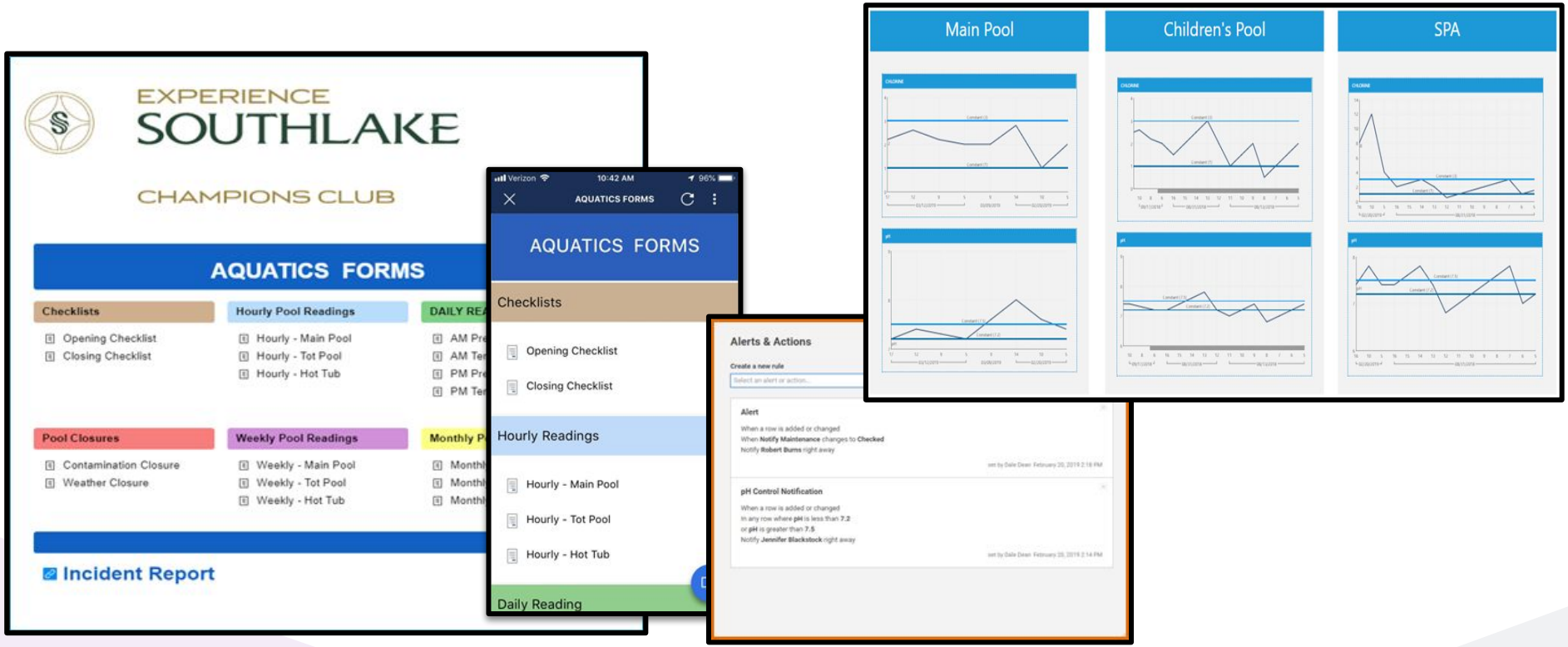
Use cases



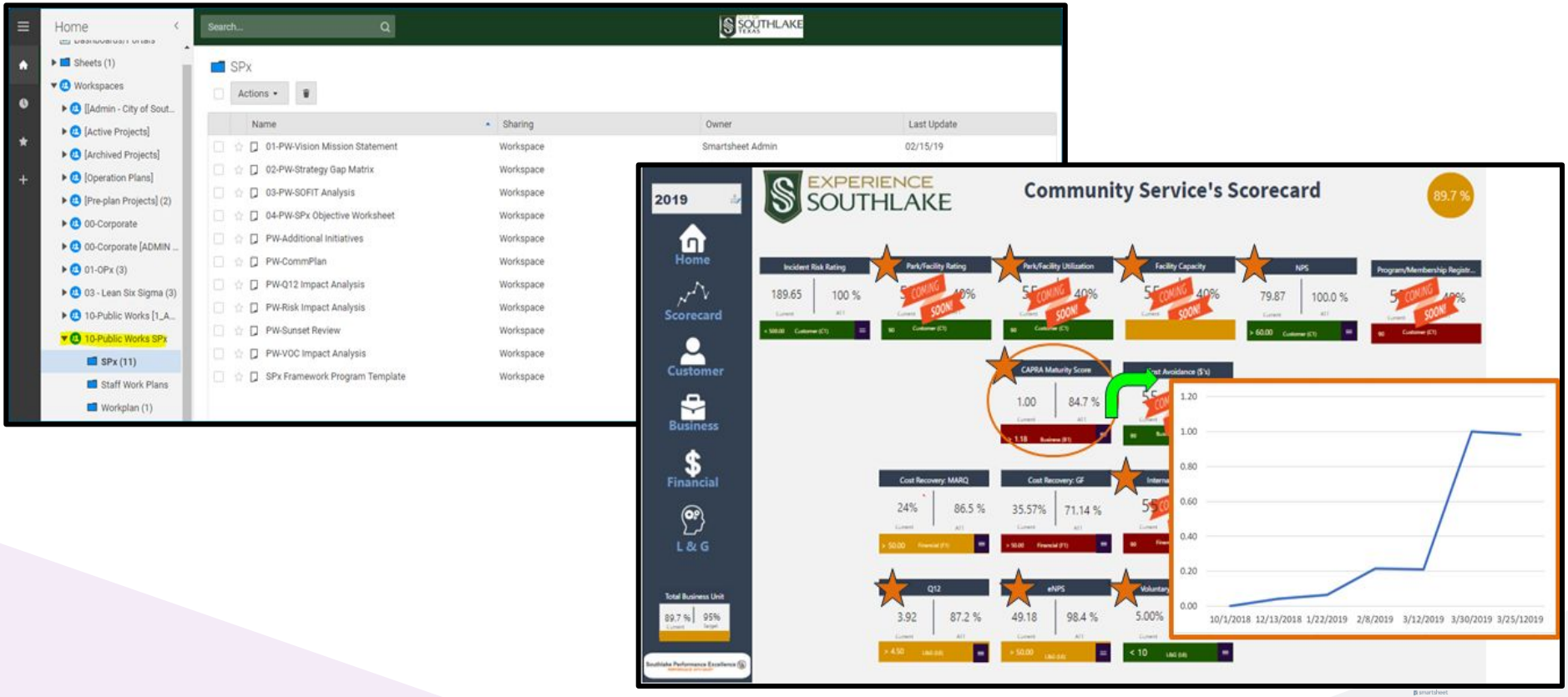

Lean Six Sigma: DMAIC
Define
Define the problem.
Measure
Quantify the problem.
Analyze
Identify the cause of the problem.
Improve
Implement and verify the solution.
Control
Maintain the solution.
© Copyright 2016 GoLeanSixSigma.com. All Rights Reserved.


Southlake Performance Excellence
PERFORMANCE WITH HEART
a distinctively designed strategic model to
assess, formulate, communicate and execute our complex strategies

Aquatics application



Southlake performance excellence



Jennifer Clift

City of Wilmington, Assistant Information Technology Director

As the Assistant Director:

Partners with the Director to **create strategic plans and directives**

Creates and maintains **department budget**

Manages the Business Systems group

- 11 years at City of Wilmington
- Working in IT for 25 years
- Smartsheet user since 2017



City of Wilmington overview

- Wilmington is a port city in coastal southeastern North Carolina. We have a **population of approximately 120,000 people and we are the eighth-most populous city in NC**.
- The City of Wilmington **employs approximately 1,100**. This includes fire and police.
- The City's mission is **to provide quality services that enhance the safety, livability and prosperity of our community**.
- The IT department is one of **12 departments in the city**. There is a staff of 21 that include hardware, networking, phone, application, and GIS support. **The department is an internal service group that provides IT support to the rest of the city.**
- Currently, the **IT department is focused on infrastructure updates and replacing all of our core software systems with an ERP.**



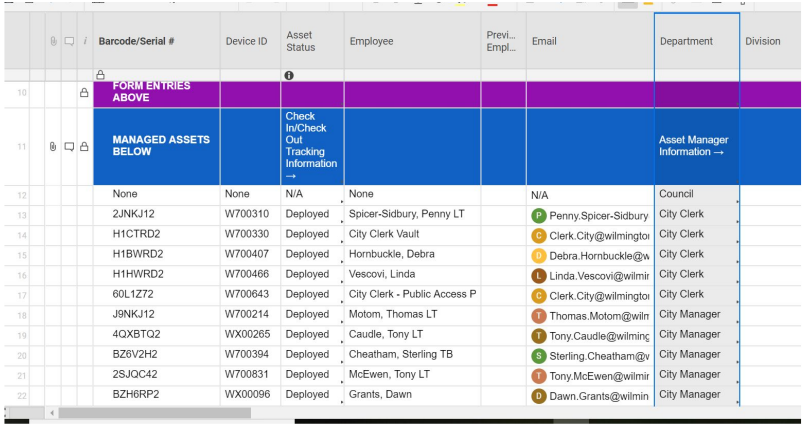
smartsheet ENGAGE 2019

Use cases

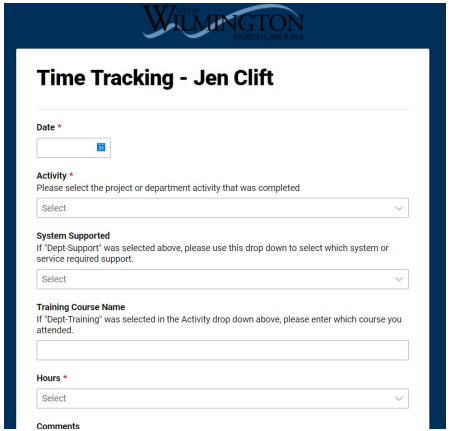
Currently, Smartsheet is the solution for many city challenges:

1. Computer inventory
2. Staff time tracking
3. Project management and dashboard rollup
4. Customer service surveys for staff
5. Issues tracking with the go-live of our new finance ERP
6. And many more…..

Use cases



	Barcode/Serial #	Device ID	Asset Status	Employee	Previ... Empl...	Email	Department	Division
10	FORM ENTRIES ABOVE							
11	MANAGED ASSETS BELOW		Check In/Check Out Tracking Information →				Asset Manager Information →	
12	None	None	N/A	None		N/A	Council	
13	2JNKJ12	W700310	Deployed	Spicer-Sidbury, Penny LT		Penny.Spicer-Sidbury	City Clerk	
14	H1CTRD2	W700330	Deployed	City Clerk Vault		Clerk.City@wilmingto	City Clerk	
15	H1BWRD2	W700407	Deployed	Hornbuckle, Debra		Debra.Hornbuckle@w	City Clerk	
16	H1HWRD2	W700466	Deployed	Vescovi, Linda		Linda.Vescovi@wilmir	City Clerk	
17	60L1Z72	W700643	Deployed	City Clerk - Public Access P		Clerk.City@wilmingto	City Clerk	
18	J9NKJ12	W700214	Deployed	Motom, Thomas LT		Thomas.Motom@wiln	City Manager	
19	4QXBTQ2	WX00265	Deployed	Caudle, Tony LT		Tony.Caudle@wilming	City Manager	
20	BZ6V2H2	W700394	Deployed	Cheatham, Sterling TB		Sterling.Cheatham@v	City Manager	
21	2SJQC42	W700831	Deployed	McEwen, Tony LT		Tony.McEwen@wilmir	City Manager	
22	BZH6RP2	WX00096	Deployed	Grants, Dawn		Dawn.Grants@wilmin	City Manager	



CITY OF WILMINGTON NORTH CAROLINA

Time Tracking - Jen Clift

Date *

Activity *
Please select the project or department activity that was completed
Select

System Supported
If "Dept-Support" was selected above, please use this drop down to select which system or service required support.
Select

Training Course Name
If "Dept-Training" was selected in the Activity drop down above, please enter which course you attended.

Hours *
Select

Comments



CITY OF WILMINGTON NORTH CAROLINA

Customer Service Survey for Jen Clift

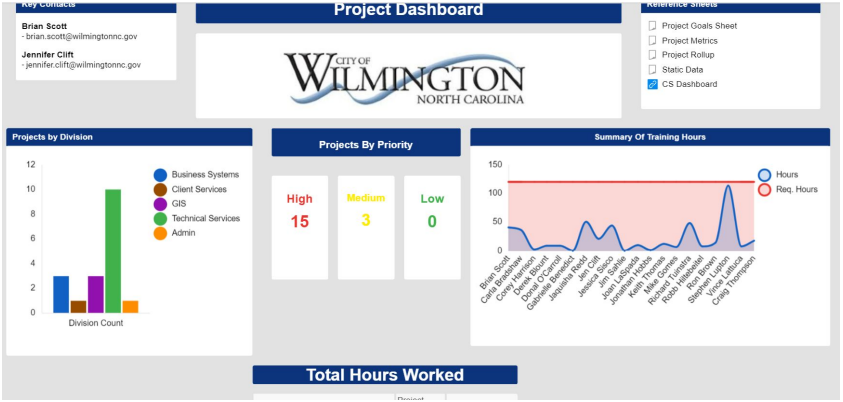
Please be assured that this survey is completely anonymous. There is no tracking of email or computer number. We appreciate your feedback.

Customer Service Response *
Did the IT staff member provide good customer service?
YES NO

Comment
If you would like to provide further comments on your interaction with the IT staff member, please do so below.

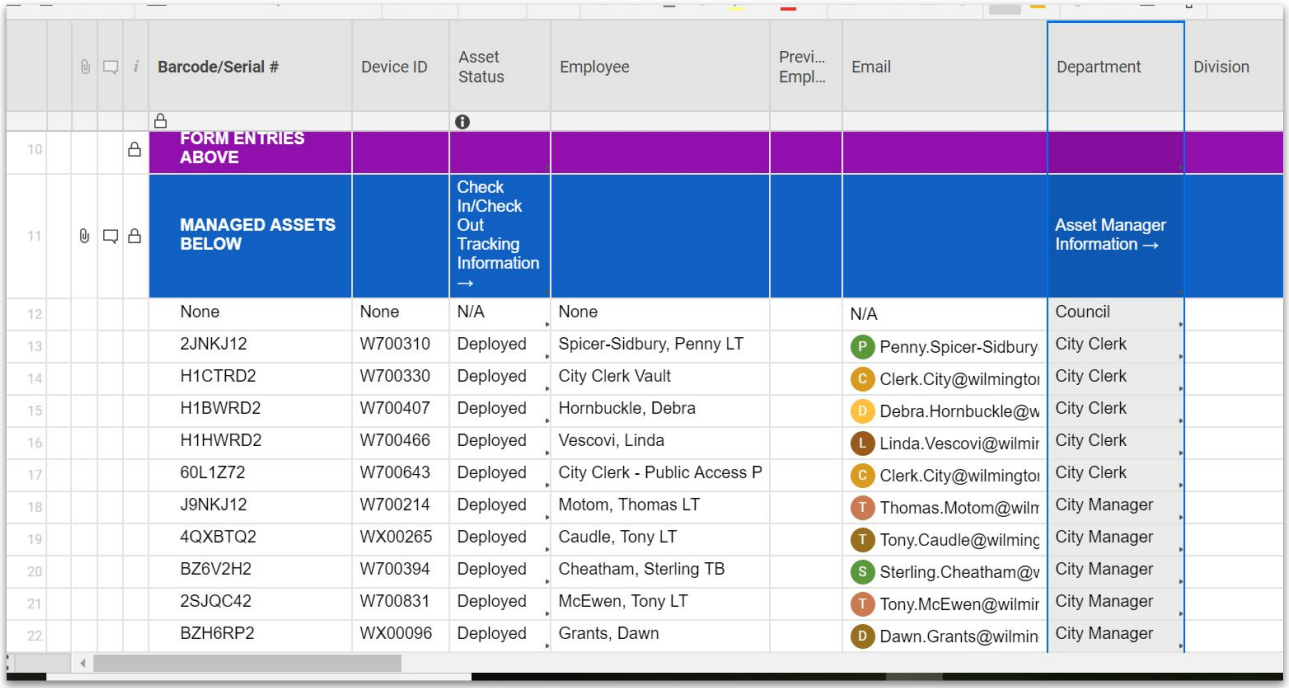
Send me a copy of my responses

Submit



Use cases

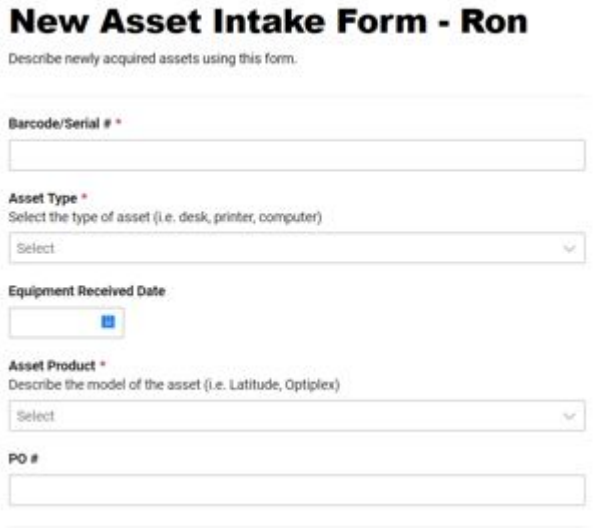
Computer inventory



	Barcode/Serial #	Device ID	Asset Status	Employee	Previ... Empl...	Email	Department	Division
10	FORM ENTRIES ABOVE							
11	MANAGED ASSETS BELOW		Check In/Check Out Tracking Information →				Asset Manager Information →	
12	None	None	N/A	None		N/A	Council	
13	2JNKJ12	W700310	Deployed	Spicer-Sidbury, Penny LT		Penny.Spicer-Sidbury	City Clerk	
14	H1CTRD2	W700330	Deployed	City Clerk Vault		Clerk.City@wilmingtor	City Clerk	
15	H1BWRD2	W700407	Deployed	Hornbuckle, Debra		Debra.Hornbuckle@w	City Clerk	
16	H1HWRD2	W700466	Deployed	Vescovi, Linda		Linda.Vescovi@wilmir	City Clerk	
17	60L1Z72	W700643	Deployed	City Clerk - Public Access P		Clerk.City@wilmingtor	City Clerk	
18	J9NKJ12	W700214	Deployed	Motom, Thomas LT		Thomas.Motom@wilm	City Manager	
19	4QXBTQ2	WX00265	Deployed	Caudle, Tony LT		Tony.Caudle@wilming	City Manager	
20	BZ6V2H2	W700394	Deployed	Cheatham, Sterling TB		Sterling.Cheatham@v	City Manager	
21	2SJQC42	W700831	Deployed	McEwen, Tony LT		Tony.McEwen@wilmir	City Manager	
22	BZH6RP2	WX00096	Deployed	Grants, Dawn		Dawn.Grants@wilmin	City Manager	

Use cases

Computer inventory – intake form as a computer is received utilizing the mobile app on iPads



New Asset Intake Form - Ron

Describe newly acquired assets using this form.

Barcode/Serial # *

Asset Type *
Select the type of asset (i.e. desk, printer, computer)

Select

Equipment Received Date

Asset Product *
Describe the model of the asset (i.e. Latitude, Optiplex)

Select

PO #

Dawn Carder

TriMet, Information Technology

- Project management, requirements development, research and design of technical solutions
- 19 years at TriMet
- 24 years in IT
- Smartsheet in use for 2 years
- Portland, OR



Overview



- TriMet provides **bus, light rail and commuter rail transit services** in the Portland, Oregon, metro area.
- We **connect people with their community, while easing traffic congestion** and **reducing air pollution** — making the Portland area a better place to live.

About TriMet

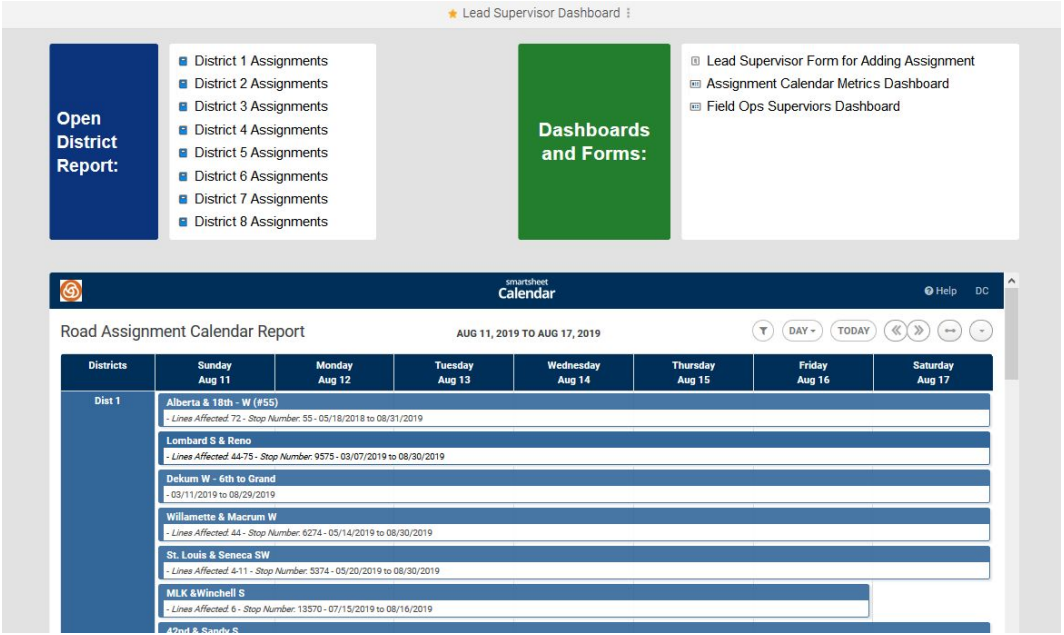
- Serve over **1.5 million people**
- **533 square mile** service area
- More than **97 million boardings** in 2018
- **45% of rush-hour commuters** into downtown take transit



smartsheet ENGAGE 2019

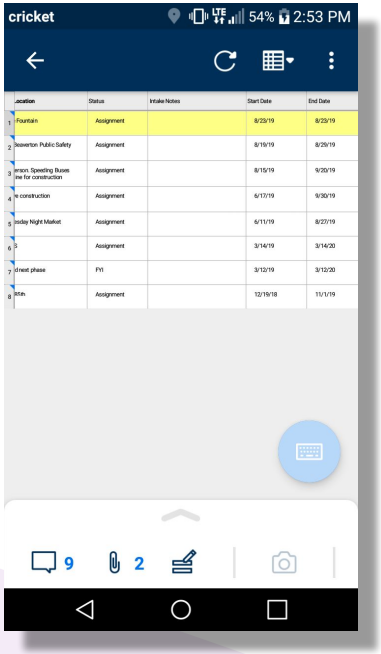
Field operations - desktop

- **Track** construction events that disrupt service.
- **Share** information and assign tasks to keep the system moving.
- Smartsheet reports, calendars, and mobile app **connect coordinators and field staff**.

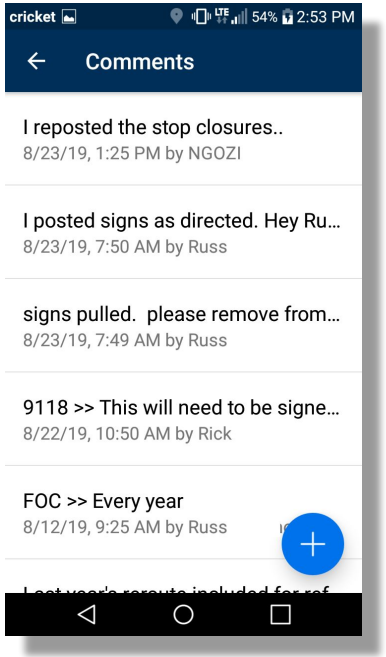


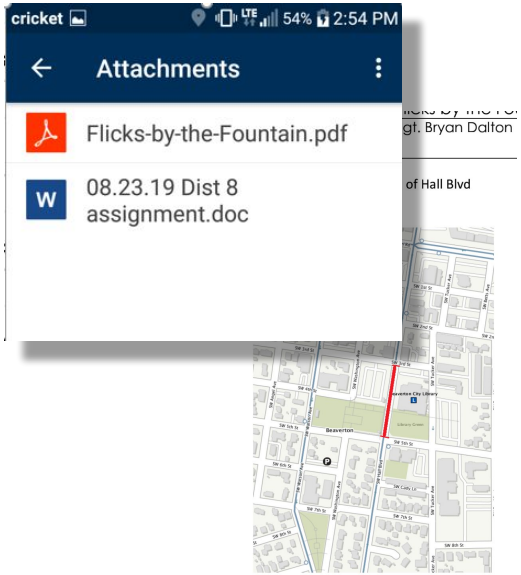
Field operations – mobile

Conditional format highlights
high priority items



Comments and attachments
available - can be updated in the field





Performance analysis

- Time saved: **2 to 4 hours weekly** for analyst
- **Better data**: easy form = cleaner data
- **Easy integration**: API for BI

API & Python & R



Smartsheet Calendar App



Results

Field operations has been able to:

- **Save time**
- **Eliminate duplicate tasks**
- Leverage **mobile** devices
- Enable **real time** information exchange



smartsheet ENGAGE 2019

Panel Discussion

smartsheet ENGAGE 2019

Why did you choose Smartsheet?



smartsheet ENGAGE 2019

What specific problem(s) were you trying to solve with Smartsheet?



smartsheet ENGAGE 2019

Did Smartsheet enable you to do something you never thought was possible?



smartsheet ENGAGE 2019

As you've rolled out changes to the way people work, what are some of the lessons learned for implementing these changes? Any advice for others making large-scale updates like this?



There are a lot of moving pieces to this, how did you go about training the different teams to use the right tools for their purposes?



smartsheet ENGAGE 2019

What specific results (in time, money, manpower) have you seen from implementing Smartsheet?



smartsheet ENGAGE 2019

What are you able to accomplish now that you weren't able to in the past?



smartsheet ENGAGE 2019

What would you tell people in roles like yours who are considering Smartsheet?



smartsheet ENGAGE 2019

What would happen if Smartsheet disappeared tomorrow?



smartsheet ENGAGE 2019

What is your biggest recommendation to other government agencies that are using Smartsheet?



smartsheet ENGAGE 2019

Questions?


smartsheet
ENGAGE
2019