



☑ smartsheet



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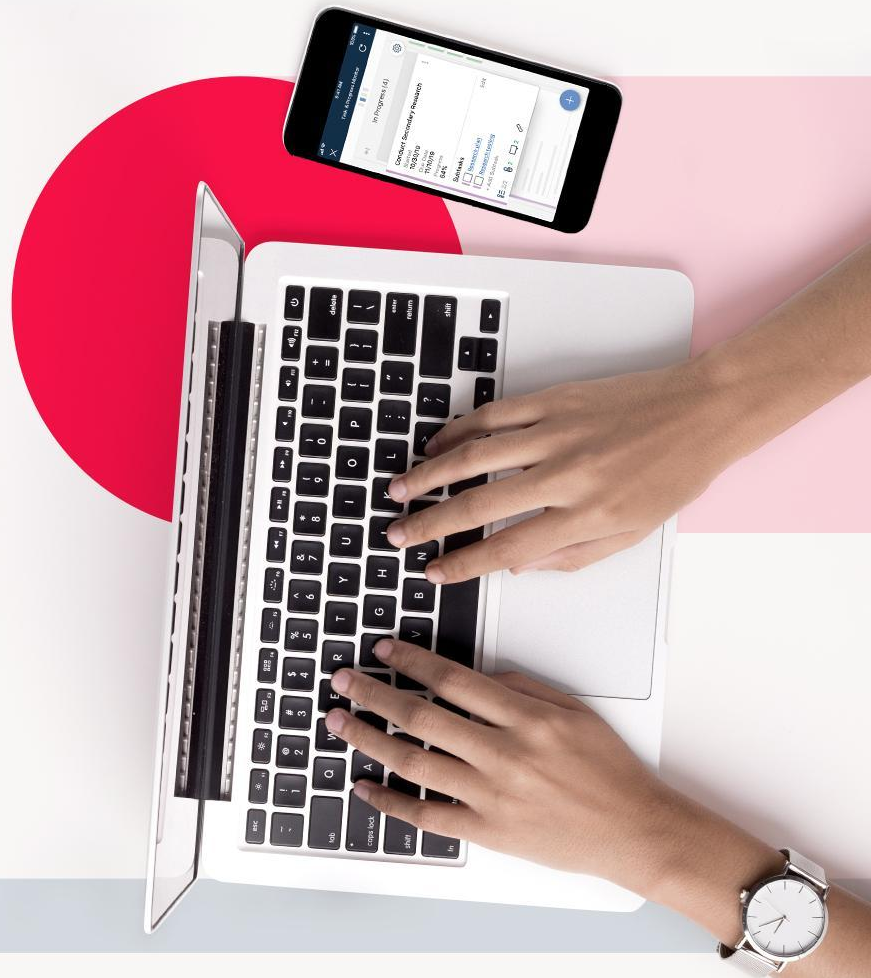
Build and Support Mission-critical Apps and Solutions

Ben Canning

VP of Product Management, Smartsheet

October 1, 2020

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ENGAGE
2020



Today's speakers



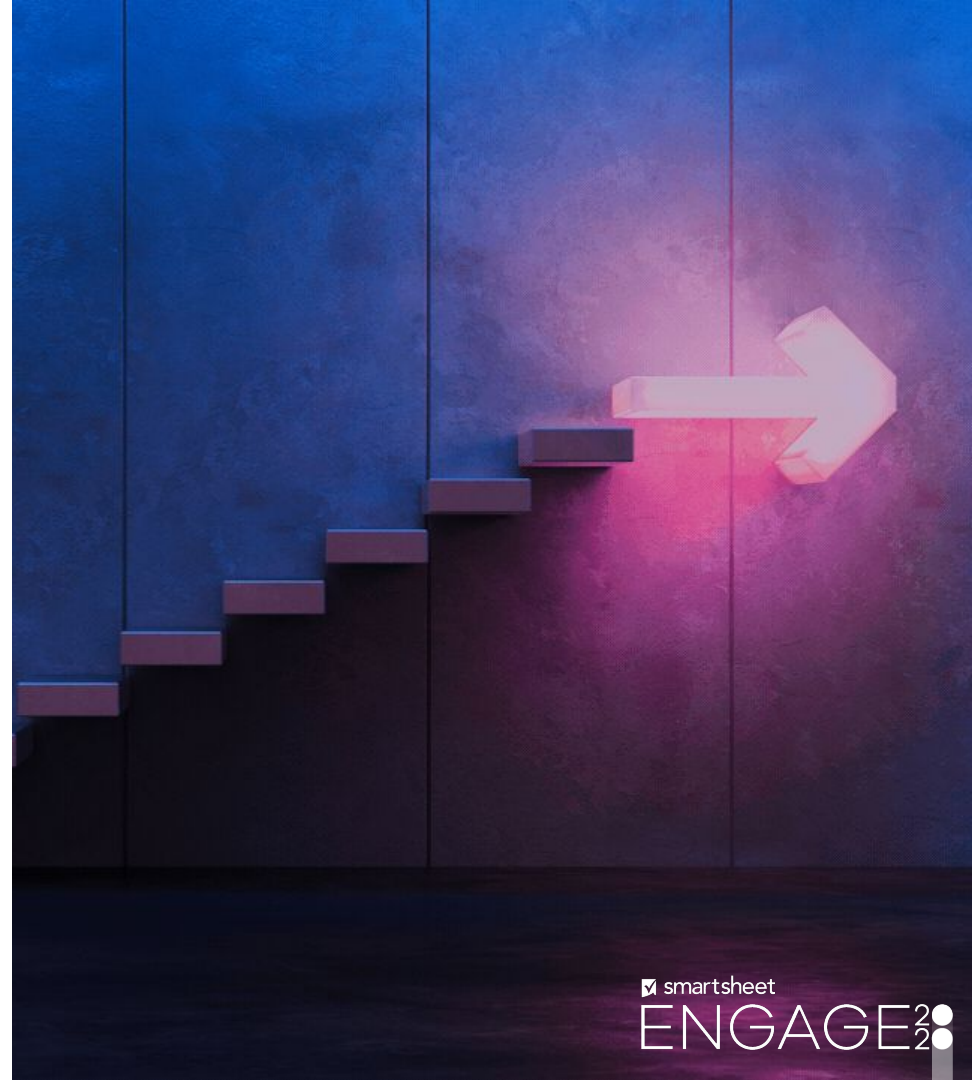
Ben Canning
VP of Product Management,
Smartsheet



Tony Fournier
BCDR Administrator,
Denver Health

Learning objectives

1. Understand best practices when it comes to building mission critical solutions.
2. Share how customers are using Smartsheet to create powerful solutions.
3. Discuss how Bridge and the new WorkApps capability help you to package forms, sheets, reports, and dashboards together into a simple and intuitive app.



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Denver Health

Identifying the challenges

1. Working across hundreds of spreadsheets.
2. Spending hours manually copying and pasting.
3. No way of knowing if a error was made and no way to track the missing data.
4. Risk that CIO can make an incorrect decision based off of missing or erroneously pasted data.
5. Manually creating charts for 80 different departments and thousands of configuration items.



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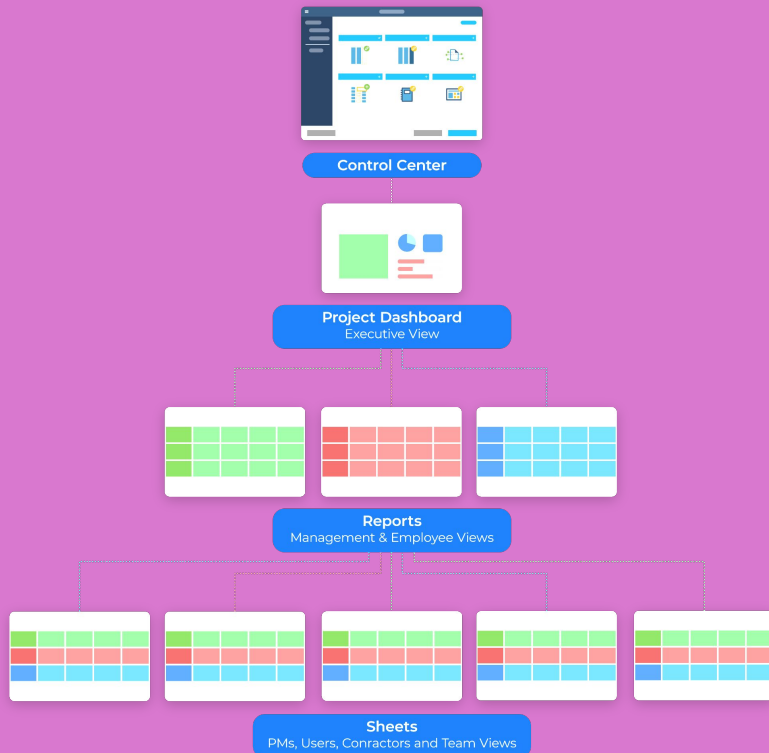
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FOR LIFE'S JOURNEY

Denver Health

Solution-oriented in Smartsheet

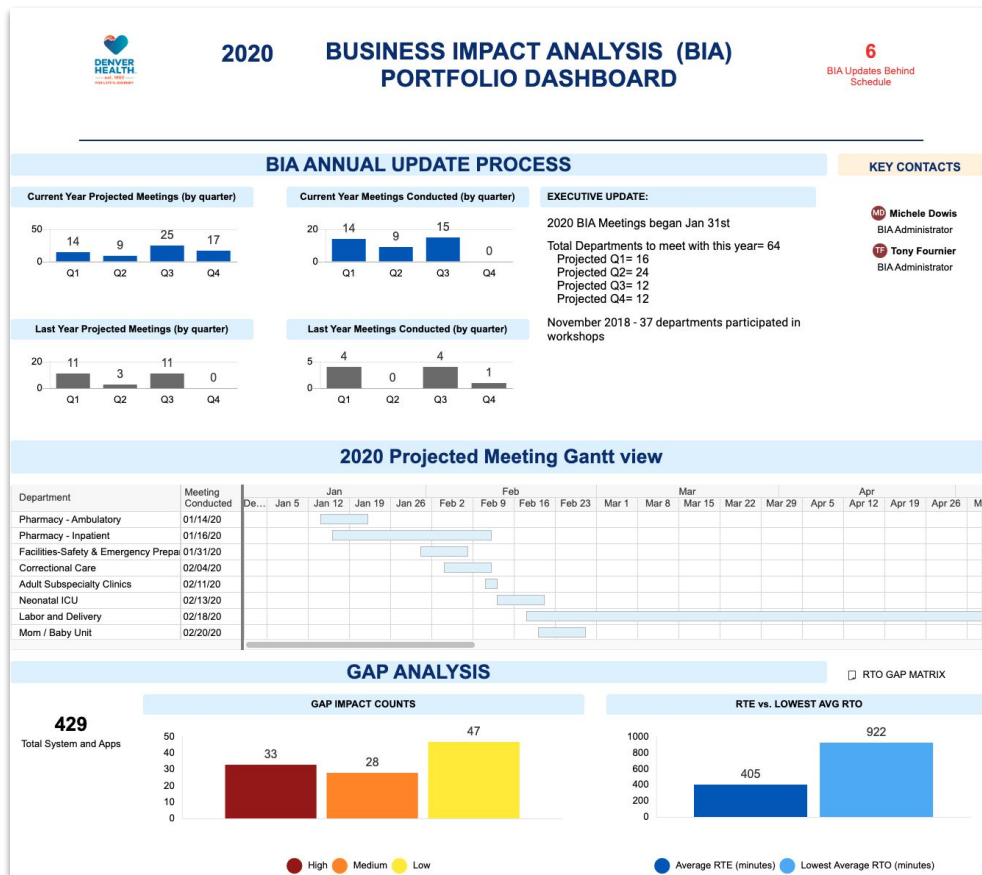
1. Over 80 departments provisioned in Smartsheet
2. Control Center kicks off the process, drives automation from start to finish, and eliminates risk.
3. Each department has their own workbook with various Smartsheet assets.
4. Consistency and accuracy of data allows them to create projections and prioritize.
5. Three hour workshops have turned into One hour meetings.



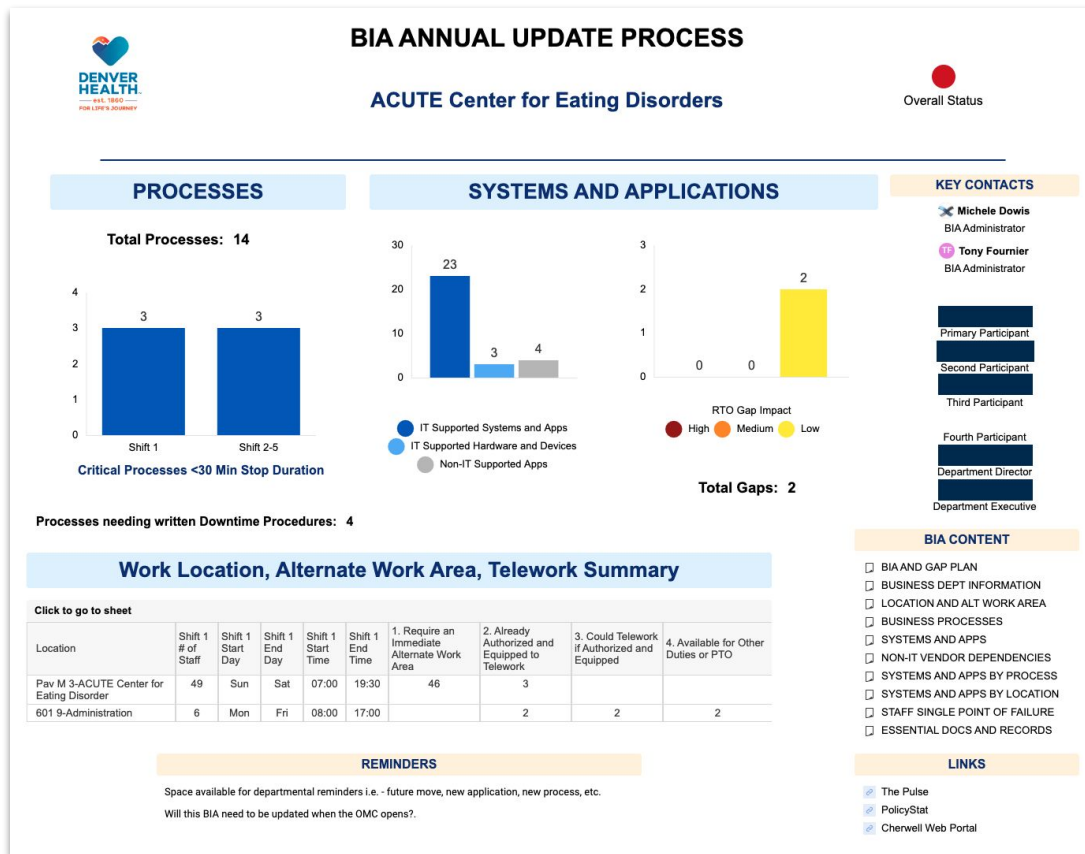
Denver Health Solution Overview



BIA Portfolio Dashboard



Department Dashboard



Business Process Sheet



Business Processes My Department Conducts:	Maximum Duration Process Can Stop (Shift 1)	Maximum Duration Process Can Stop (Shift 2-5)	Downtime Procedures Documented? (Yes/No)	Duration performed with downtime procedures	Downtime Procedures Location and Title	Downtime Procedure Improvement	1. Protect Patient Safety Impact	1. Protect Patient Safety Details	2. Ensure Continued Patient Clinical Care Impact	2. Ensure Continued Patient Clinical Care Details	3. Ensure Continued Logistical Support to Ops Impact	3. Ensure Continued Logistical Support to Ops Detail	4. Cont. Accurate Revenue Documentation Impact	4. Cont. Accurate Revenue Documentation Detail	5. Deliver Exceptional Patient Experience Impact
* Summary	1		1	1											
Example: provide emergency cardiology services	2 Hr	2 Hr	Yes		PolicyStat, Electronic Health Record Downtime	PolicyStat Update Past Due	High	Medication error	High	Unable to perform surgery	None	N/A	Med	Can't charge for procedures not documented	High
Provide clinical care - including labs, patient treatment plans, and entering information into EPIC	0 Min	0 Min	Yes	> 72 Hr	Front Desk		None	N/A	High	Patient could die if treatment is delayed or not available.	None	N/A	Medium	Would need to back date documentation in order to bill	High
collect/ process payments from insurance companies & patients.	4 Hr	4 Hr	N/A		N/A	Have their own down time procedure	None	N/A	None	N/A	None	N/A	Low	Can bill later	None
bill insurance companies & patients for money owed to the institution	72 Hr	72 Hr	N/A		N/A	have their own down time procedure	None	N/A	None	N/A	None	N/A	Low	Can bill later	None
receive calls from insurance companies and patients regarding their billing statements.	24 Hr	24 Hr	N/A		N/A	have their own down time procedure	None	N/A	None	N/A	None	N/A	Low	Can bill later	None
take patient admissions/ intake over the phone and using Sales Force as the CRM on the front end	4 Hr	4 Hr	N/A		N/A	have their own down time procedure	None	N/A	High	Information saved in Sales Force until patient becomes 'authorized' to admit to the unit. This is critical to business viability.	None	N/A	Medium	may need to get a critical patient in	Medium
ensure that insurance companies have documentation required to process claims.	72 Hr	72 Hr	N/A		N/A	have their own down time procedure	None	N/A	Medium	Need approval to bring in a patient	None	N/A	Medium	If approved, get patient in quickly	None
triage incoming phone calls & direct patients to treatment.	30 Min	30 Min	N/A		N/A	Know the correct people to contact	None	N/A	Low	Critical patients need to be transferred via Air Ambulance or directed to local ER. Patients can go to the ER if they can't get to us	None	N/A	Low	may lose a patient to another hospital	Medium
acquire food from DH kitchen and prepare, and distribute food to patients.	1 Hr	1 Hr	Yes	?		Create a down time procedure	None	N/A	High	This is the patient's medication, must be able to have food at meal times. No food could disrupt electrolyte balance and increase risk of mortality	None	N/A	None	N/A	High
provide case management/ utilization review and discharge planning for patient stay.	24 Hr	24 Hr	Yes	?		N/A	None	N/A	Low	Can be done later	None	N/A	None	N/A	None
coordinate incoming patient transfers into the ACUTE unit from outside facilities.	1 Hr	1 Hr	No		N/A	Create a down time procedure	None	N/A	High	Pt's coming in may need life saving treatment from us. They normally come in on Air Ambulance.	None	N/A	High	Need to charge for emergency admissions	Medium
RaveAlert Text Paging System to notify employees	1 Hr	1 Hr	No		emergency call list	Create a down time procedure	Low	Pt safety can be compromised if we don't receive emergency notifications.	Low	Pt care can be affected if we have a shortage of staff.	None	N/A	None	N/A	None
Order from Central Supply - relies on phones	2 Hr	2 Hr	No		N/A	Create a down time procedure	None	N/A	Medium	Will need supplies to continue care and life saving treatment	None	N/A	Low	They can charge us later	Medium
Email and Phone communication to interdisciplinary team about clinical care.	15 Min	15 Min	No		Rave for emergency	Create a down time procedure	None	N/A	High	Will need to page or call interdisciplinary for help	None	N/A	None	N/A	None
Manage administrative office functions	48 Hr	N/A	N/A		N/A		None	N/A	None	N/A	None	N/A	None	N/A	None

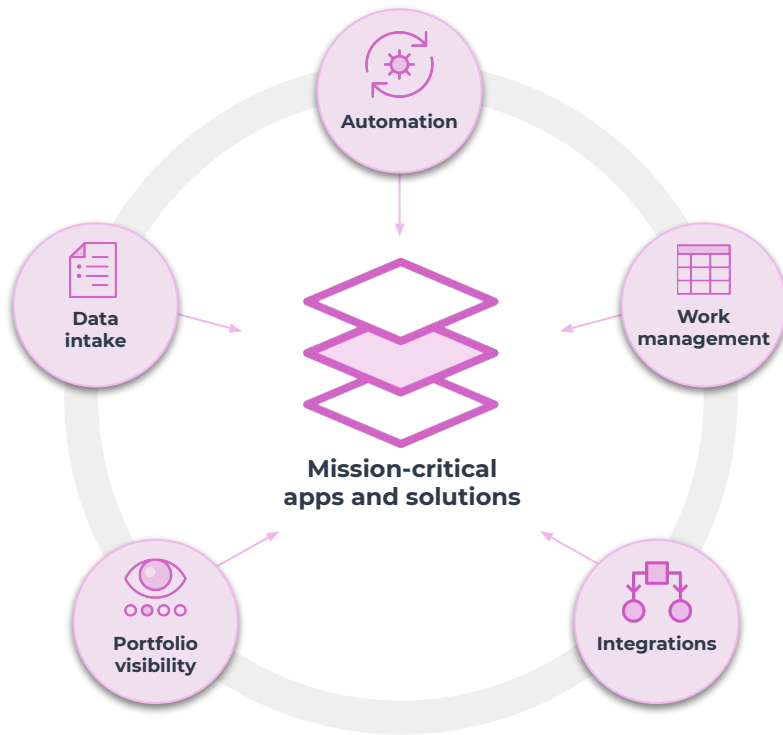
Smartsheet: Solutions at Scale



Creating powerful solutions

How do IT teams quickly make powerful, sturdy solutions?

1. Can it scale?
2. Can it be automated?
3. Is it intuitive for my users?
4. Do we have visibility/insight into data?
5. Can my teams use it to collaborate?
6. Does it integrate with our other tools?



WorkApps

A no-code platform for building intuitive web and mobile apps.

Streamlined

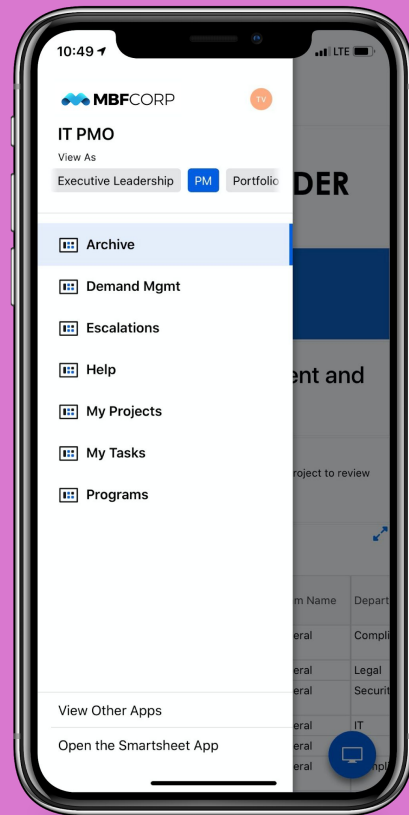
- Empowering your users to achieve more is easier than ever.

Purpose-built

- Gain the flexibility to build the app your program needs.

Scalable

- Apps scalable to you, your team, or your company.



Dynamic View

Manage multi-step processes by sharing only what is needed to the right people at the right time.

Data access governance

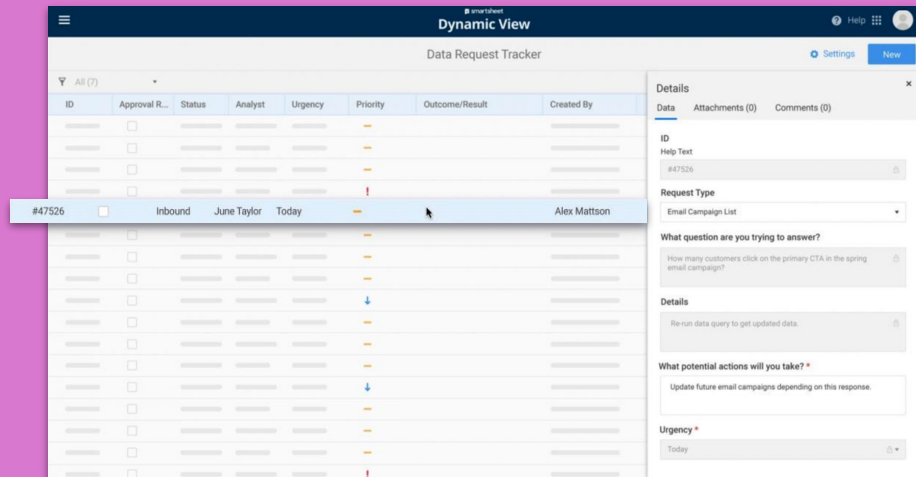
- Protect sensitive information with identity or condition based access control.

Simplified views

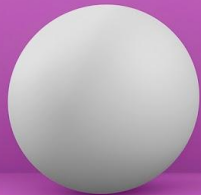
- Simplify and accelerate collaboration by emphasizing only critical, relevant information.

In-context guidance

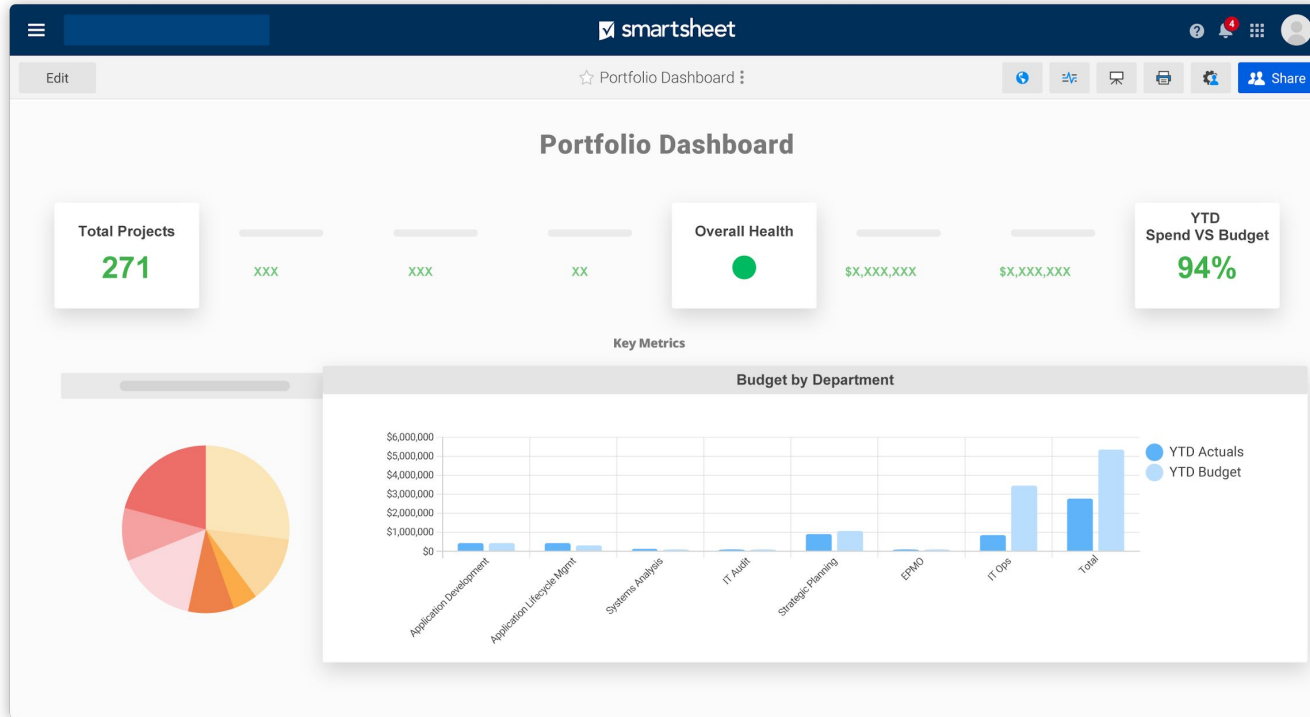
- Lead users through multi-step processes with guidance and guardrails.



Smartsheet Dynamic View & WorkApps demo

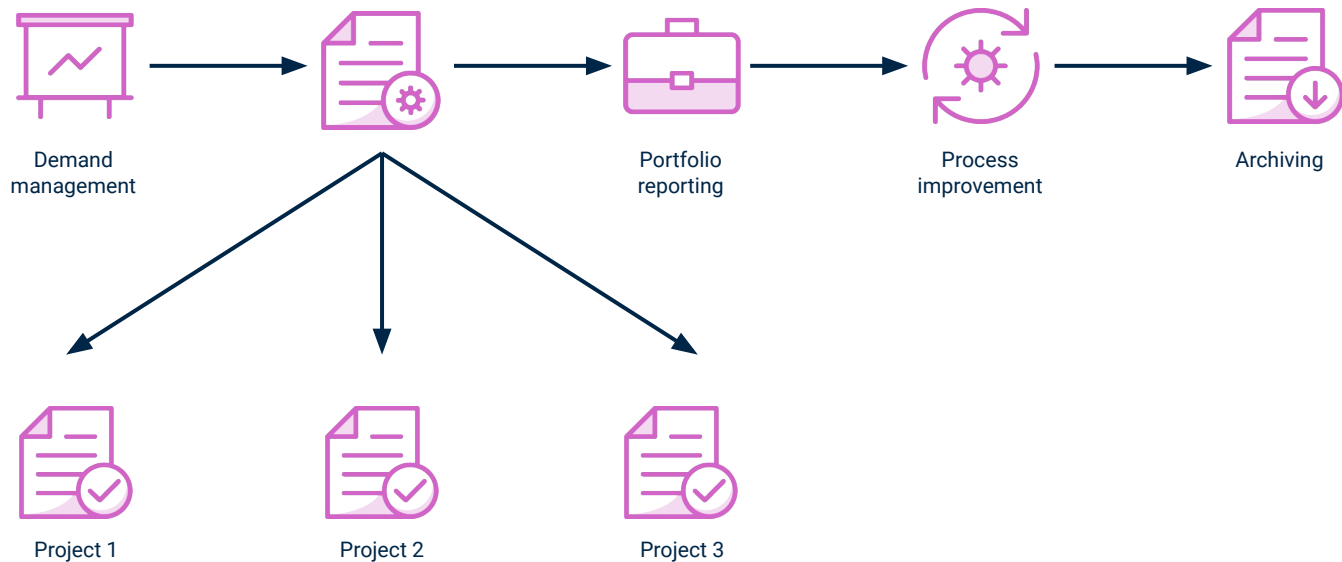


Portfolio visibility



Consistency and visibility at scale

Smartsheet Control Center



Bridge

Integrate your software landscape.

Automate business processes.

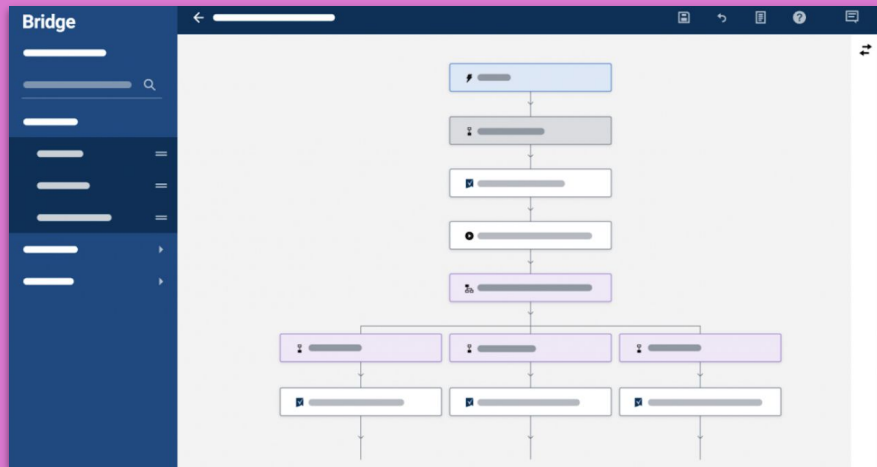
- Integrations are no-code, efficient, and accurate.

Bridge the gap between systems.

- Increase your efficiency inside and outside of Smartsheet.

Ever-expanding

- More pre-built Integrations are on the way in our growing catalogue.



 This sheet has been updated with changes. 

☆ Installation Locations

 Share[illegible]

Bridge

Integrate your software landscape.

Automate business processes.

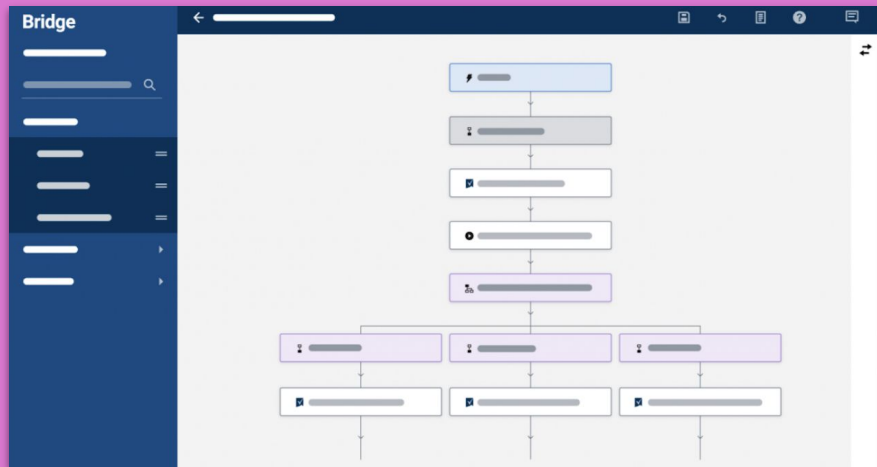
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In closing...

1. Learn more about [Bridge](#) or reach out to us for more information.
2. Ready to start building with WorkApps? [Join the WorkApps preview by clicking here](#)
3. Learn more about [Control Center](#) and [Dynamic View](#)

Q&A

**Thank
you**



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