



smartsheet

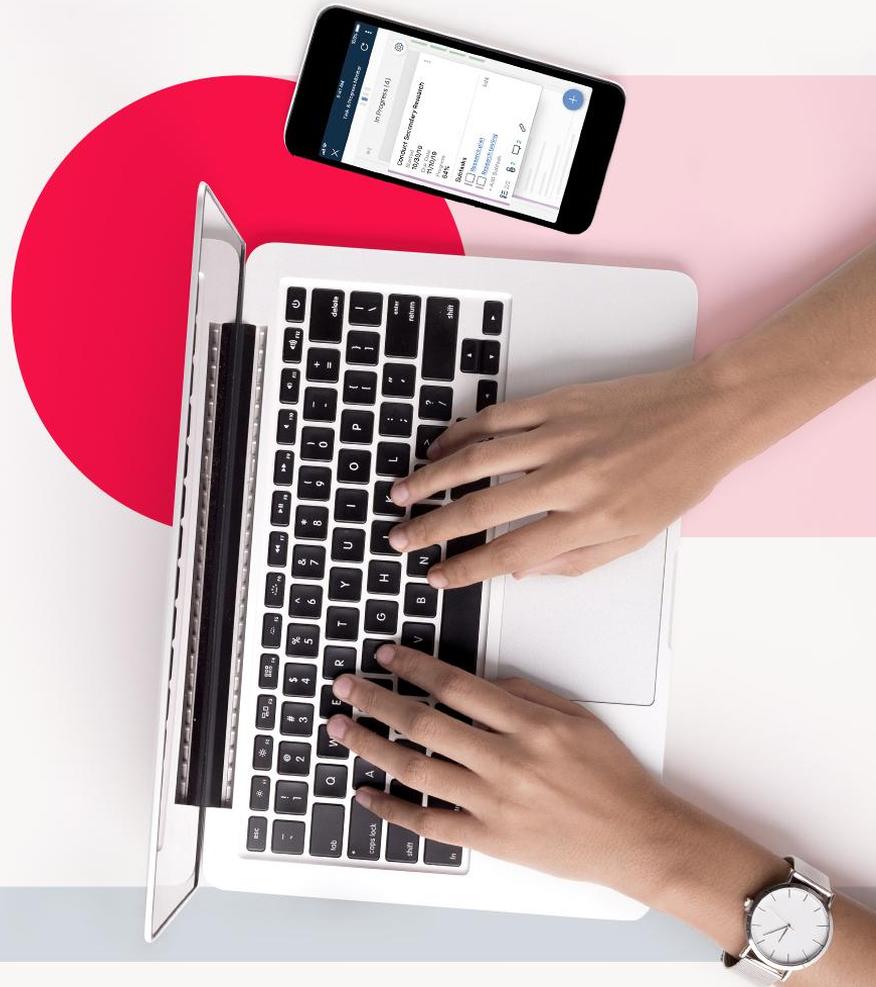
2020 ENGAGE 2020



Upgrading Your Building and Facilities Management Processes

Featuring the City of Portland
Office of Management & Finance Facilities
October 1, 2020

 smartsheet
ENGAGE
2020



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Hi there!

I'm Tanya.

- Joined Smartsheet in May 2017
- Main focus: State and local government
- Seattle, WA

Today we're diving deep into how the Facilities Services division of the City of Portland leverages Smartsheet to automate communication and approvals.



Tanya Lingle

Senior Customer Success
Manager, Smartsheet

Office of Management & Finance – Facilities Services

Mission: To lead the way in planning, constructing, redeveloping, and operating sustainable public facilities that are efficient, cost-effective, and well maintained [...] and make Portland a better place to live and work.

"We plan, it works!"



Hi there!

I'm Miranda.

- I started using Smartsheet in 2018
- Facilities Programs and Contract Management
- Portland, OR



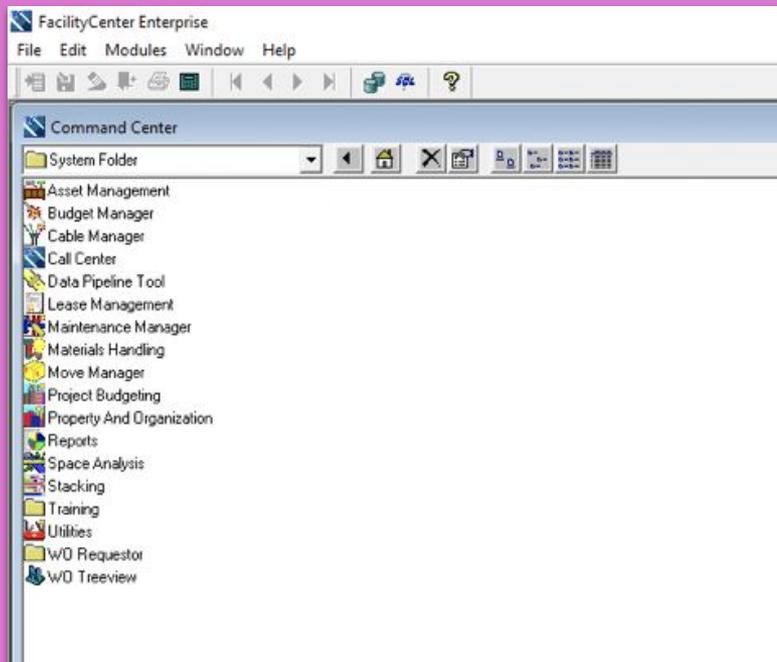
Miranda Sandi

Facilities Program Specialist,
City of Portland
Office of Management & Finance

Where we started

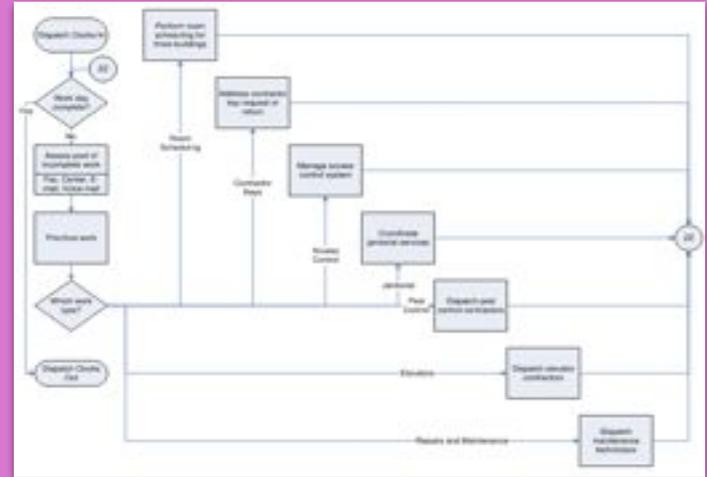
Our Smartsheet journey

- Facility Center
 - Do you remember computer programs in 2000?
- Intake Process
 - Email, phone calls, walk-up
- Customer Needs
 - Communication, transparency, accountability



Our first Smartsheet assignment: Maintenance intake

- Map a workflow
- Create an intake form
- Train the users and customers
- Collect customer feedback



Results

- Maintenance intake sheet
- Dynamic View history
- Contract terms tracking
- Facilities service catalog
- Implementation city-wide



Item	Status	Priority	Assigned To	Start Date	End Date	Cost
012 City Hall - Emergency - ABC - Portable Units	Emergency	4	Weekly	02/01/24	02/01/25	\$1,000.00
013 City Hall - Emergency - ABC - Portable Units	Emergency	4	Annual	February 28	02/28/25	\$2,500.00
014 City Hall - Emergency - ABC - Portable Units	Emergency	4	Annual	February 29	02/29/25	\$2,500.00
015 City Hall - Emergency - ABC - Portable Units	Emergency	4	Weekly	03/01/24	03/01/25	\$1,000.00
021 Emergency - Coordination Center - Emergency - ABC - Portable Units	Emergency	11	Weekly	03/01/24	03/01/25	\$1,000.00
022 Emergency - Coordination Center - Emergency - ABC - Portable Units	Emergency	11	Annual	March 31	03/31/25	\$2,500.00
023 Emergency - Coordination Center - Alarm System	Alarm System	11	Annual	April 30	04/30/25	\$5,000.00
024 Emergency - Coordination Center - Clean Agent	Clean Agent	11	Quarterly	04/30/24	04/30/25	\$1,000.00
025 Emergency - Coordination Center - Fire Alarm	Fire Alarm	11	Annual	April 30	04/30/25	\$2,500.00
026 Emergency - Coordination Center - Fire Alarm	Fire Alarm	11	Annual	April 30	04/30/25	\$2,500.00
027 Emergency - Coordination Center - Fire Alarm	Fire Alarm	11	Annual	April 30	04/30/25	\$2,500.00
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050 Emergency - Coordination Center - Fire Alarm	Fire Alarm	11	Annual	April 30	04/30/25	\$2,500.00

Learnings and takeaways

- Which came first: the workflow or Smartsheet?
 - Hint: It's the workflow
- The power of ENGAGE
- Learning Center: formula resources
 - Cross-sheet formulas automate contract management
- Community, community, community!



Additional resources

Smartsheet

Learning Center

- Self-service help and learning resources
- On-demand webinars

Mobilizer Program

- Exclusive hub of resources to help you share Smartsheet throughout your organization

Community

- Online community forum to enable customers to find answers, share their experiences, and connect

Smartsheet Gov

Smartsheet Gov Learning Center

- Self-service help and learning resources
- On-demand webinars

Smartsheet Gov Mobilizer Program

- Exclusive hub of resources to help you share Smartsheet throughout your organization

Community for Gov

- Online community forum dedicated to Smartsheet users in the Gov sector

**Thank
you**



ENGAGE²