Upgrading Your Building and Facilities Management Processes

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