



TROPEN
MUSEUM
AMSTERDAM

AFRIKA
MUSEUM
BERG EN DAL

MUSEUM
VOLKENKUNDE
LEIDEN

WERELD
MUSEUM
ROTTERDAM



We immediately began to see the benefits of Smartsheet. Everything was instantly easier to manage.

Ellen Schipper, Project Management Assistant, National Museum of World Cultures

The National Museum of World Cultures makes reporting and communication simple across its disparate team

With roots back to 1864, the National Museum of World Cultures is a key player in the Netherlands. It has premises across the country with a collection of around 450,000 objects, 260,000 images, and 350,000 items of documentary footage.

This collection of museums share a noble goal: to inspire “an open view of the world”, and contribute to global citizenship by telling human stories via its exhibits and events.

Situation:

With so many teams operating across various locations, the museum needed to ensure project management processes were standardised in a bid to boost efficiency, reduce error, and make the network of museums easier to manage.

The National Museum of World Cultures therefore wanted to enable cooperation between its different teams and the way they work, from curators in Leiden to the technology team in Rotterdam.

Solution:

They explored several work management platforms in a bid to find an ideal solution, but were disappointed that most solutions on the market seemed to be aimed at commercial businesses and focused on billing, rather than flexibility.

Then, they discovered that other museums in the Netherlands had achieved success with Smartsheet. Project management assistant Ellen Schipper sought out 4EF, a Netherlands-based platinum Smartsheet partner, to discuss what tools would best help the museum reach its goals.

Company

The National Museum of World Cultures consisting of Tropenmuseum Amsterdam, Museum Volkenkunde Leiden and Afrika Museum Berg & Dal. Cooperation with Wereldmuseum Rotterdam

Industry

Non profit

Company Size

Medium (50-999 employees)

Customer Profile

Formed by the merger of the Tropenmuseum, Museum Volkenkunde and the Africa Museum in 2014, the National Museum of World Cultures aims to inspire “an open view of the world”.

Websites

volkenkunde.nl, afrikamuseum.nl, wereldmuseum.nl

Business Situation

With so many disparate teams working across varied displays and exhibitions, organisations like the National Museum of World Cultures need to standardize systems and processes to boost efficiency and deliver exceptional experiences for visitors.

Solution

Smartsheet gave the National Museum of World Cultures the flexibility and visibility needed to keep operations organised in a way that suits it, from exhibits to managing inventory.

Benefits

- **Facilitating connection and collaboration across teams** and locations, no matter the technical proficiencies
- **Providing transparency** across the organisation's operations
- **Giving the museum the agility** to accommodate its busy, rapidly changing schedule

Despite a history in manufacturing, 4EF was a natural match for the museum, being a local partner with shared language and frames of reference. Maaik Meijerink, Project Portfolio Manager at 4EF, used Smartsheet's different view options to create a colour-coded solution that worked for the museum's visually oriented workforce. He worked tirelessly to understand the museum's working processes and priorities, using that information to shape the templates and build a successful partnership with the organisation over Zoom.

"Smartsheet is a tool to help you accomplish what you want to achieve, no matter what your goals are."

- Maaik Meijerink, Project Portfolio Manager, 4EF

Benefits:

Facilitating connection and collaboration: With a diverse workforce including volunteers, many colleagues are less tech-skilled, so it was crucial to find a system that was easy to use with minimal training, and offered different views to cater to every role.

4EF ran a course for project managers using the system, making sure to cater to the different levels of technical skills. From there, project managers

were able to begin using Smartsheet, ushering in a new age of ease for the organisation.

Both project managers and wider teams are now able to check project plans and manage inventories, technical crew, exhibition designers, builders and marketing.

Unlocking agility and clarity:

The National Museum of World Cultures wanted an agile, flexible solution that could accommodate changes and integrate with key applications, like Power BI. With Smartsheet, the museum now has a system that aligns with its KPIs, using a traffic light system to map exhibitions and what phase they're in.

Users can zero into individual sheets for exhibitions, giving clear visibility of tasks and removing any confusion about what needs to happen when. This is a crucial capability for staff trying to juggle tight exhibition turnaround times.

Improving communication:

Project managers and other team members at the museum are now able to keep abreast of plans, with a system that tells them everything they need to know at a glance. Allocating work is simple, and attention is always given to the most important task, without overburdening any one staff member.

Smartsheet is also interfaced into Teams, providing calendar integration that ensures remote working remains effective and all team members are on the same page with regards to upcoming events, meetings and more, while Sharepoint hyperlinks allow a seamless integration with the museum's internal website.

"Communication within our teams has improved significantly. Working from home was posing an issue before, but now it's so easy to send a plan. Everyone can see what's going on and what's changed."

- Ellen Schipper, Project Management Assistant, National Museum of World Cultures.

Moving in sync: The Museum of World Culture is a changed organisation, now operating as one well-oiled, finely-tuned machine rather than in silo as before. Smartsheet has proved a big hit at every level, from managers to curators, digital natives to technophobes – in part thanks to Smartsheet's in-built intuitive design, but also as a result of the training resources provided alongside. The museum continues to further its mission of inspiring an open view of the world – it just needed an open view of its operations first.

About Smartsheet

Smartsheet (NYSE:SMAR) is a leading cloud-based platform for work execution, enabling teams and organizations to plan, capture, manage, automate, and report on work at scale, resulting in more efficient processes and better business outcomes. Today over 95,000 customers, including more than 77,000 domain-based customers and over 70 percent of the companies in the Fortune 500, rely on Smartsheet to implement, manage, and automate processes across a broad array of departments and use cases.

To learn more about Smartsheet, visit www.smartsheet.com.