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.
Meet Our Panel!
Transforming Processes at Scale with Smartsheet

Adelle Lashbrook
Standardized change window process for thousands of customers

“I tell them [Smartsheet] is not that hard, and it will make their life easier.”

Chris Wisniewski
Mobilized global workforce for common service delivery process

“Smartsheet allowed me to eliminate excuses.”

David Bright
Manages sales training content for 185,000+ sellers

“[Smartsheet] has directly impacted huge financial savings for the company.”
What Do You Do When...

Your customers’ success is dependent on your internal process?
Service Change Window Process

Challenges

• Customer has 80,000 Cisco endpoints
• 100 change windows a year
• Zero room for error
• Quarterly and weekly reporting
Service Change Window Process

Solution

- Maintenance window intake form
- All change project metadata
- Contract deliverables
  - “Next 15 days” tasks
  - Milestones completed
- Impact status
- Active projects
- Success metrics
- Change volume

Meeting prep time reduced by 75%
Adelle’s Recommendations
Business Process Transformation with Smartsheet

- Manage intake requests with forms for speed
- Include metrics on a dashboard to communicate value
- Use charts to clearly communicate trends and results
- Use reports to answer business questions quickly
What Do You Do When...

You’re tasked with reinventing a global process to benefit customers?
Service Delivery Process

Challenges

- Globally dispersed team
- Multiple workstreams
- Diverse group of stakeholders
- High visibility and potential risk
- Part-time participants
- High rate of change
Service Delivery Process

Solution

- Program plans
- Meeting agendas
- Critical task tracking

- Progress reports
- Future tasks reports

- Executive summary
- Single dashboard for all workstreams
- Key resources

Staffing time reduced from 8 weeks to 2 weeks
Chris’s Recommendations
Business Process Transformation with Smartsheet

Create a single dashboard as an efficient 1-stop shop
Reduce meeting time by enlisting the team to update sheets
Make progress (or lack of progress) clear with reports
Automate reporting to make business decisions quickly
What Do You Do When...

Global employees can’t get reliable content to do their jobs?
Sales Content Lifecycle Management

Challenges

• 100s of authors need to publish content
• Multi-app manual process
• No way to update or retire content
• No tracking or metrics for Exec reporting
Sales Content Lifecycle Management

Solution

• Author onboarding
• Content submission
• Content planning
• Budget and forecasts
• Content publishing and lifecycle management
• Stakeholder reports
• Status-driven processes
• Sheet health check
• Executive summaries
• Detailed dashboards
• Consumption reports

$1.3M saved in 1 year
David’s Recommendations

Business Process Transformation with Smartsheet

- Use consistent column naming conventions to enable scale
- Send and publish reports to take back time
- Use workspaces to share sheets and reports easily
- Connect sheets to other systems to protect data integrity
What Next?
Applying what we learned
Key Questions to Ask Yourself
Business Process Transformation with Smartsheet

- What’s the cost of maintaining status quo?
- What’s the vision for transformation?
- How do people, process, and technology come together?
- What’s stopping you?
Don’t forget to:

• Share your feedback in our survey in the ENGAGE app
• Stop by the Enterprise Solutions booth on the first floor
• Visit the Innovation Center for hands-on learning, support, services, swag, and more