

Virtuos accelerates project management and builds customer trust together with Smartsheet

Virtuos transformed its fragmented operations into a standardised model that offered real-time visibility into projects. From implementing Smartsheet to becoming a partner, Virtuos continues to empower intelligent work both internally and for its clients.

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Amarinder Singh,
Senior Director - Delivery,
Virtuos Digital



Customer:

Virtuos Digital

Industry:

Professional Services

Organization Size:

Emerging and SMB
(1-199 employees)

Website:

vdc.com

Region:

APJ

Smartsheet Aligned

Founded in 2008, Virtuos Digital drives digital transformation and customers for organisations across multiple industries and regions. The company leverages modular, flexible IT systems, experience-led innovation, and artificial intelligence (AI) to help its clients drive growth.

Virtuos backs Smartsheet because they know firsthand how well it works. For years, Virtuos managed its large projects through spreadsheets, emails, and manual reporting. But as it scaled, cross-functional teams adopted their own ways of working—creating inconsistencies and fragmenting workflows. “We needed to standardise how we work so that we could have better visibility—not just for us, but for our clients too,” explains Shreyank Reddi, Associate Director of Sales at Virtuos.

After exploring several options in the market, Virtuos settled on Smartsheet’s Intelligent Work Management Platform. With its capabilities, Virtuos could consolidate operations to improve efficiency, collaborate better, and increase portfolio visibility.

Transitioning without any friction

The biggest hurdle for the implementation was navigating change management in Virtuos’s fast-moving environment. Different technologies, varying project timelines, and inconsistent team practices made alignment difficult—some preferred an agile approach, while others wanted a waterfall approach. Smartsheet helped evaluate all these aspects and create standardised templates with different add-ons that would support both. “They also made sure we would receive consistent data in our dashboards for accuracy,” says Amarinder Singh, Senior Director - Delivery at Virtuos.

Virtuos also picked out a few Smartsheet champions—employees who received extensive training beyond just the specific solutions—who served as the main contact points for each division. This helped ease the transition since team members could reach out to them to resolve queries and concerns quickly and easily.

Since then, employees have used Smartsheet artificial intelligence (AI) and natural language capabilities to fine-tune templates and customise dashboards to support more efficient project management. Virtuos also set up workflows for seamless project onboarding and clear oversight.

Gaining velocity through standardisation

By creating templates for project rollouts, Virtuos has cut the time previously spent on manually creating a template from scratch or copying tasks into spreadsheets. “With at least half of the tasks already in the template along with timelines and key milestones by division, project managers (PM) only need to make a few adjustments, and it’s ready to go,” shares Singh. “As a result, our rollout speed is 50% faster.” Once a PM sets up the project, an automated workflow sends it to the relevant division heads for review, resource confirmation, and approval.



Use case

- Project & Portfolio Management
- Client & Partner Delivery



Capabilities

- Project Management
- Reporting
- Collaboration
- Resource Management

Smartsheet Aligned

A standardised RAID log gives teams clear visibility into risks, assumptions, issues, and dependencies while automated escalation workflows flag any concerns early. Instead of relying on ad hoc processes for monitoring, risks can now be caught before they become larger issues.

Dashboards deliver relevant data to everyone from PM to the CEO level in real-time and help keep track of projects, compare across divisions, and monitor the entire portfolio. This means there's no need for time-consuming daily progress check-ins. "In my division, we've halved the number of meetings that happen," shares Reddi. "When meetings do happen, they're more focused since automated weekly summaries keep PMs and contributors updated on their tasks."

Earning trust through transparency

It's changed how Virtuos interacts with its customers, too. "At the start of a project, we create a separate client dashboard that they can access whenever they want to see details such as key milestones and risks. This gives our clients more confidence in us," explains Singh.

Where needed, clients are given more detailed reporting as well. Reporting was previously a time-consuming task, where PMs worked through spreadsheets, applied filters to gather relevant data, and compiled reports on demand. "Now, there's a standardised client report, so the PM just has to print via Smartsheet for that particular week and share it with the client. It's reduced reporting time across all divisions by about 70%," says Singh.

Clients can also approve changes via Smartsheet instead of waiting for an email report from the PM. Even raising an issue or query can be done via a dashboard. Once a concern is raised, a response is allocated within a specific time frame, or a ticket is raised and resolved with minimal friction. "Plus, we have a detailed audit log of every request and approval easily visible, so nothing gets lost," he says.

Accelerating success and delivery

Virtuos progressed from being a Smartsheet user to a partner, inspiring more customers now to leverage Smartsheet for intelligent work. "Our journey of becoming a Smartsheet partner has been absolutely incredible. Any project we start usually involves Smartsheet, so it's a great introduction to our client in terms of how the tool works," says Singh. Since 2023, Virtuos has been leveraging Smartsheet to build composable solutions for its customers.

The next phase for Virtuos is focused on leveraging Smartsheet for better resource allocation. "At the moment, we've reached about 50% of our goal since time-sheeting and delivery are tracked on a separate sheet. We can easily see who is available for additional work and which resources have been allocated to which project," explains Reddi.

Over the next few months, Virtuos aims to integrate additional data points on a more granular level. This added visibility across divisions and at a company level, along with monitoring individual objectives and key results between managers and employees, will enhance forecasting accuracy across teams. "We want everything from human resources functions to internal meetings to all be monitored via Smartsheet and used to accelerate operational efficiency. With that, we can scale up even further," Singh concludes.