![smartsheet]

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>
> Anita Willoughby, Director of Culture and System Integrity, University of Utah Health

Company
University of Utah Health

Industry
Healthcare

Company size:
19,000 employees

Customer Profile:
An academic health care system that combines excellence in patient care, the latest medical research, and teaching to provide leading medical care for Utahns and residents of five surrounding states.

Website:
healthcare.utah.edu

Business Situation
To improve employee retention and better support patient experiences across the organization, University of Utah Health needed a better way to manage projects and processes, including onboarding/offboarding, training and professional development, and more.

Solution
University of Utah Health implemented a solution to transform their manual processes into an automated, advanced way of managing projects, improving visibility and increasing accountability across the organization.

Benefits
- 30% gain in efficiency for projects and processes
- Improved visibility into projects and resource management
- Increased accountability across the organization

Leading Academic Medical Center Sees 30 Percent Gain in Efficiency

University of Utah Health, a leading provider of medical care for residents of Utah and five surrounding states, needed a solution to help them manage projects and processes more efficiently in order to improve retention of over 19,000 employees and support better patient experiences across the organization. They selected Smartsheet to transform their manual processes into an automated, advanced solution for managing projects that enabled them to seamlessly capture information through forms, streamline processes through automation, and provide visibility and transparency to stakeholders through dashboards. As a result, the team was able to speed up their processes and realize a 30 percent gain in efficiency for projects. They also improved visibility into projects and resource management, and increased accountability across the organization.

Situation:

With four hospitals, twelve clinics, and 19,000 employees, University of Utah Health is dedicated to providing a great experience for all employees, in order to support better patient experiences across the organization.

The Culture and System Integrity department at University of Utah Health, which focuses on human resources and project management, works to provide a great experience for all employees through programs designed to foster employee engagement, provide training and professional development opportunities, and more. Yet despite the team's shared passion for investing in their exceptional culture to improve employee retention, they sometimes struggled to align as a team due to the manual way they managed projects, programs, processes, and tasks.

Manual tracking was the norm, which led to a lot of time wasted tracking down the latest version of a spreadsheet to find the most current information. "Prior to Smartsheet, we were tracking all of our projects in a much more manual way," says Ischa Jensen, who oversees the project management team. "There was a lot of 'Where is my spreadsheet?' 'What version am I on?' 'Who has it now?'" The team was also unable to

track who was using the spreadsheet, or what was changing in real time, making it difficult for them to make updates.

Solution:

When Anita Willoughby, Director of Culture and System Integrity at University of Utah Health, joined the department, she knew her team would need software to plan and manage their work more efficiently. After thorough research, Willoughby and her team chose Smartsheet for its ease of use and its ease of access. "Having an easy-to-use tool that people weren't afraid of helped the team adapt very well," says Willoughby.

"Smartsheet took us from a manual tracking process to a much more automated, technologically advanced way [of managing projects]," adds Jensen. From seamlessly capturing information through forms, to streamlining processes through automation, to providing visibility and transparency to through dashboards, the team was able to drive efficiencies that led to project and program success across the organization.

Benefits:

By adopting a work execution platform that enables them to automate manual processes and collaborate in real time without worrying about version

control, the Culture and System Integrity department at University of Utah Health has realized a 30 percent gain in efficiency for their entire team. They've also seen increased visibility and transparency for all stakeholders, as well as increased accountability across the entire organization.

Time Savings of 30 Percent: By streamlining their programs, projects, and processes in Smartsheet with forms, automated alerts and actions, and dashboards, the team has gained significant efficiencies in the way they capture information, move projects and processes forward, and manage project resourcing. "The efficiencies that we gained from Smartsheet are incredible," says Lingwall. "We saw a 30 percent efficiency gain from my entire team."

"Those kinds of efficiencies have really helped us to be successful," adds Willoughby. "We can respond quickly. We've got the data, we can track it, and we're just more efficient with Smartsheet."

Increased Visibility and Transparency: The team has also benefited from increased visibility since moving to Smartsheet. "We really love the dashboards as well," says Willoughby. "One of the things that I have found so valuable is a dashboard that shows me, just at a glance, which project

managers have bandwidth, which ones are overloaded — and that is a tool I've needed for years."

"At any given time, I can see exactly where every project is, who's working on it, when it is expected to be completed, and when I can assign a new project to that resource," adds Jensen. "Smartsheet allows our project managers to spend more time working on the project than tracking the project."

Automation Leads to Better Accountability: The team is also seeing significant benefits from Smartsheet's automated alerts and actions. "The automated features make our work seamless," says Willoughby. We can send reminders to our stakeholders, and they can update the work plan automatically via email." These updates are captured directly in the work plan in Smartsheet, increasing accountability across the organization.

Changes Drive Innovation: The team is also exploring ways to use Smartsheet in new ways to gain even greater efficiencies. "Smartsheet is an innovative idea and that is what University of Utah Health is all about — innovation," says Lingwall.

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% 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