

Leading Canadian Cosmetic Manufacturer

Problem

- **Lack of collaborative tool:** Work managed in Excel or Sharepoint was time-consuming and unproductive
- **Inefficient communication:** Communication between 50+ project members was challenging and required weekly meetings to follow up on status
- **Dispersed team:** Hundreds of employees, partners and vendors globally impacted by product development process

*“ES came in and helped us develop our Product Development process and implemented Smartsheet as a great tool to manage that process. They trained our entire team and today I walk-in to my executive meetings every week with my Smartsheet dashboard to obtain alignment and decisions
Director, PMO*

Automated Product Development Process

Solution

- Formulas used for conditional formatting to show status of task
- Automated update requests keep team members engaged and projects on track
- Cell linking keeps status across projects up to date
- Back and forth email communication and Excel spreadsheets replaced
- Individual dashboards for all employees which make tracking personal tasks easier
- Automated alerts to all stakeholders regarding any potential delays

Result/Impact



Increased transparency and fewer emails: Real-time visibility, reducing email chains and phone calls



Reduced meetings: Teams make real-time updates resulting in fewer status update meetings



Collaboration: Improved communication and collaboration culture across teams

