



NHS England Selects Smartsheet to Drive Digital-First Primary Care Initiatives Across Northwest Region

Smartsheet Platform Simplifies Over 87 Projects Owned by 40 Distributed Project Managers in Less than Three Weeks

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LONDON--(BUSINESS WIRE)--Smartsheet (NYSE:SMAR), the enterprise platform for dynamic work, announced today that NHS England is eliminating siloed processes and streamlining digital transformation initiatives to improve patient outcomes. The new *Digital First Primary Care* program, implemented at NHS locations across the Northwest region of England, focuses on improving care pathways for the thousands of patients they serve over a five-year period.

In its second year, NHS England was tasked with allocating millions of pounds (£) for projects that continue their digital transformation initiatives. The team previously used Excel spreadsheets to manage projects and capture data and PowerPoint to report on success metrics. This method proved to be extremely labour-intensive and sometimes produced inaccurate results. Today, the NHS team uses Smartsheet's platform to drive digital-first change initiatives across services like primary care and telehealth through a centralized solution that empowers its workers to complete more projects in less time and without inaccuracies.

"The simplicity of Smartsheet made it easy for all of our project managers to onboard and understand the solution immediately," said Stewart Cooper, Senior Programme Consultant at NHS. "Smartsheet has not only made our work more rewarding, but made it easier to spot when a project is running late or is in danger so that we can identify the situation in real-time, make the necessary adjustments, and stay on track."

"All of the improvements we've made through Smartsheet empower us to do one thing: look after patients more effectively," said Dympna Wilson, Programme Manager at NHS. "Smartsheet has almost become the standard. People are saying: this is what we should *all* be using, so we look forward to seeing what else we can achieve."

NHS England partnered with Russ Consulting, a Smartsheet partner, to accelerate the rollout of the Smartsheet platform. Within three weeks, NHS England was able to stand up an approved solution that provided their team with a standardized process that reduced human error and enabled accurate real-time reporting—on a national level—for every project.

"The insights Smartsheet is enabling are critical for a public organisation like the NHS," said Chris Russ, Director of Russ Consulting. "With greater accuracy, their team was able to mitigate risk more effectively and in return drive more positive outcomes for their patients. We're excited to see the quick use and success of Smartsheet across the Northwest region, and look forward to helping other regions of the NHS achieve the same."

“It’s amazing to see the impact Smartsheet has made for the NHS team in a short period of time—and that others across the NHS network are looking to replicate their successes,” said Mike Arntz, Chief Revenue Officer at Smartsheet. “Our mission is to empower anyone to drive meaningful change, and by working with like-minded partners like Russ Consulting, we can assist organizations like NHS England achieve their mission of improving patient care.”

Learn more about how NHS England is improving patient care [here](#).

About Smartsheet

Smartsheet (NYSE: SMAR) is the enterprise platform for dynamic work. By aligning people and technology so organizations can move faster and drive innovation, Smartsheet enables its millions of users to achieve more. Visit www.smartsheet.com to learn more.

Forward-Looking Statements

This press release contains “forward-looking” statements that are based on our management’s beliefs and assumptions and on information currently available to management. Forward-looking statements include, but are not limited to, statements about Smartsheet’s expectations regarding possible or assumed business strategies, channel and partner strategies, potential growth and innovation opportunities, new products, and potential market opportunities.

Forward-looking statements generally relate to future events or our future financial or operating performance. Forward-looking statements include all statements that are not historical facts and can be identified by terms such as “believe,” “continue,” “could,” “potential,” “remain,” “will,” “would” or similar expressions and the negatives of those terms. Forward-looking statements involve known and unknown risks, uncertainties and other factors that may cause our actual results, performance or achievements to be materially different from any future results, performance or achievements expressed or implied by the forward-looking statements. These risks include, but are not limited to, risks and uncertainties related to: our ability to achieve future growth and sustain our growth rate, our ability to attract and retain talent, our ability to attract and retain customers (including government customers) and increase sales to our customers, our ability to develop and release new products and services and to scale our platform, our ability to increase adoption of our platform through our self-service model, our ability to maintain and grow our relationships with channel and strategic partners, the highly competitive and rapidly evolving market in which we participate, our ability to identify targets for, execute on, or realize the benefits of, potential acquisitions, and our international expansion strategies. Further information on risks that could cause actual results to differ materially from forecasted results is included in our filings with the US Securities and Exchange Commission (SEC), including our Quarterly Report on Form 10-Q for the fiscal quarter ended July 31, 2021 filed with the SEC on September 8, 2021. Any forward-looking statements contained in this press release are based on assumptions that we believe to be reasonable as of this date. Except as required by law, we assume no obligation to update these forward-looking statements, or to update the reasons if actual results differ materially from those anticipated in the forward-looking statements.

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