

Since becoming a Smartsheet Aligned partner, Adapture has experienced 2000% revenue growth in its Work Collaboration Solutions practice

A top-tier, Platinum Smartsheet Aligned partner, Adapture helps businesses adopt and expand the Smartsheet platform to achieve targeted business outcomes. With support from Smartsheet, Adapture has grown its collaborative work management resale and related services revenue by 2,000%, with 97% client expansion and 99% renewal rates.

“Thanks to our Smartsheet partnership, we’ve seen 2,000% revenue growth in our Work Collaboration Solutions practice over the past four years. We’re also very proud of our 99% customer renewal rate, which reflects the strategic value our customers are seeing from Adapture services on the Smartsheet platform.”



Kevin Miller,
Vice President of Strategic Alliances,
Adapture



Partner Profile:

Adapture

Headquarters:

Atlanta, Georgia

Website:

smartsheet.com/marketplace/partners/adapture-technology

Smartsheet Aligned Partner Tier & Type:

Platinum Solution Partner

Certified employees:

22

Total certifications earned:

41

Smartsheet Aligned

From life sciences to retail and real estate, organizations across industries turn to Adapture to make the most of their Smartsheet investment. As a Smartsheet partner since 2020, Adapture doesn't just implement solutions—it helps teams embed Smartsheet into the fabric of how they work. With 22 certified consultants and a combined 41 certifications, the team brings deep expertise to every engagement. "Many of our team members were Smartsheet users before they became consultants," says Jose Alvarez, Director of Client Experience at Adapture. "That real-world experience shapes how we work. We don't just set clients up—we help them solve problems effectively and guide them through the full journey, from implementation to adoption, with ongoing support."

Guidance and perks

Driving Adapture's business growth is its active partnership with Smartsheet. Adapture meets with the Smartsheet team every other week to align on strategy, talk through challenges and opportunities, and keep a clear, evolving roadmap in view. "We get invaluable support and guidance from Smartsheet," says Kevin Miller, Vice President of Strategic Alliances at Adapture. "We know exactly who to turn to when we have questions. With Smartsheet, we don't have to fend for ourselves—we have a community to support us and our clients."

Smartsheet's support goes beyond behind-the-scenes guidance—it actively helps Adapture show up in the field. With marketing development funds (MDF) provided from the Aligned Partner Program, Adapture has the resources to host events like Power Lunches, Smartsheet meetups, and even community-driven efforts like the 2025 Dink and Drink Charity Pickleball Tournament, where they can build better relationships with existing and potential customers. This makes it easier to stay visible, spark new conversations, and grow the practice with confidence.

Supported growth

Adapture also gains new opportunities from Smartsheet introductions, particularly made to customers who need extra support—whether that means rescuing a troubled account or navigating a large, complex rollout. "Smartsheet considers us an extension of their sales organization," says Miller. As part of the Aligned Partner Program, Adapture can also offer clients favorable terms, access to incentive programs, and multi-year discounts of up to 10%. "This gives us a major competitive advantage," adds Steve Reed, Smartsheet Practice Lead at Adapture.

That deep collaboration has paid off. Over the years, Adapture has become a Smartsheet Platinum Partner and a two-time Partner Win of the Year winner (2023 and 2024). "Thanks to our Smartsheet partnership, we've seen 2,000% revenue growth in our Work Collaboration Solutions practice over the past four years," says Miller. "We're also very proud of our 97% expansion rate—meaning nearly all of our clients grow their Smartsheet footprint with us—and a 99% renewal rate, which reflects the strategic value our customers are seeing from Adapture services on the Smartsheet platform."



Services offered

- Custom integrations
- Implementation services
- Solution building
- Training programs

Enriching the Smartsheet experience

That growth—and the guidance behind it—has also allowed Adapture to build smarter solutions for its clients. One powerful example is the Center of Excellence, created after a conversation with Smartsheet about a recurring challenge: many organizations had the tools, but struggled with adoption, consistency, and knowledge sharing. Adapture responded with a client-facing initiative to build internal Smartsheet communities. The Center helps teams align with best practices, stay up to date, and foster peer learning. “It lets our clients go from isolated users to connected, empowered teams,” says Alvarez. Now widely adopted, it’s driving stronger adoption and higher satisfaction.

Adapture has also contributed to the Smartsheet ecosystem by building tools that solve real-world challenges—like Product Development Insights with Smartsheet and Jira, now available in the Smartsheet Marketplace. Designed for teams that use Jira to manage software development, this add-on helps organize and make sense of complex project data. It highlights key details like sprint progress, unresolved issues, missing estimates, and resource gaps—giving teams a clearer picture of their workload and helping them plan more effectively.

Real customers, real impact

The true measure of Adapture’s partnership with Smartsheet is the success of the clients they serve. For The Fresh Market, Adapture built a centralized solution for opening new stores. This transformed a once-fragmented process into a streamlined, automated system—improving project consistency and giving teams real-time visibility across stakeholders. At QVC, Adapture helped standardize portfolio and project management across 200+ initiatives in four countries—bringing structure to financial tracking, improving resource planning, and enabling faster, data-backed decision-making. And for UCLA’s Office of Advanced Research Computing, Adapture replaced manual, disconnected workflows with a unified Smartsheet system—automating processes, enhancing transparency, and enabling smoother collaboration across the organization.

For Adapture, working with Smartsheet has meant having a partner that grows with them—strategically, consistently, and with a shared focus on customer impact. “This partnership lets us build trust over the years,” says Miller. “It’s a testament to what’s possible when two organizations align on vision and execution. We’re proud of what we’ve built—and even more excited for what’s next.”



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