

Premier Value Plan

Accelerate your delivery, unify your data.

The Premier Value Plan is designed for organizations that are ready to scale Smartsheet across multiple teams or complex business processes. It goes beyond implementation – delivering a strategic, fully supported transformation that drives measurable business outcomes.

Why Choose the Premier Value Plan?

Includes the Advantage Value Plan &

✓ **Scale Smartsheet across your entire organization**

With multiple solution deployments and/or increased solution complexity to cover an expansive business process, you're not just solving one problem – you're transforming how your organization works at scale, delivering broader impact and a stronger return on your investment.

✓ **Reduce risk with dedicated expert support**

A dedicated Engagement Manager provides hands-on project governance, risk mitigation, and resource orchestration throughout the entire engagement, giving you confidence that your implementation will be delivered on time, on budget, and to the highest standard.

✓ **Migrate legacy data safely**

A structured data migration strategy and support ensures your organization transitions to the new environment without disruption, protecting the integrity of your most critical business data.

✓ **Drive lasting organizational change**

A persona-based change management plan and tailored training ensures every stakeholder is aligned and ready to adopt, reducing the risk of low adoption and ensuring Smartsheet continues to deliver value long after the engagement ends.

Plan Benefits

- Scale with confidence
- Reduce delivery risk
- Migrate data safely
- Drive lasting adoption

Delivery Timeline

- Up to 6 months

High-level Plan Summary

- Solution Strategy & Design Workshop
- Solution Configurations
- Advance Work Management Configurations
- Data Migration Planning & Support
- Persona Based Change Management & Training
- Dedicated Engagement Manager



Meet your tailored team of experts – You're in good hands



Strategic Engagement Managers

Develops a strategic plan and orchestrates the execution to help you achieve the outcomes you seek. As the engagement lead, they are your main point of contact.



Expert Trainers

Subject matter experts, and qualified instructors that deliver training, onboarding, and guided implementations.



Smartsheet Consultants

Experienced, collaborative work management advisors who partner with you to identify business challenges and implement solutions grounded in deployment best practices, aligned outcomes, and proven methodologies to address your most critical work management needs.



We have a portfolio that is up to the PMO standards. So we know that each project that gets generated has the specific templates that we approved of and that's attributable to the Professional Services team helping to create this tool that is a consistent and effective project management set up.

PROGRAM MANAGER, PRODUCT AND STRATEGY, MEDIA AND ENTERTAINMENT

[Learn more](#)

Why work with Smartsheet Professional Services?



Return on your investment

Uncover ways to get more return out of your technology investment.



In-depth platform expertise

Our services combine best-in-class advisory support with in-depth platform expertise & a proven proprietary methodology.



Happy customers

Industry-leading 4.7 CSAT Score & 23,000+ successful global engagements.



Faster adoption

Enable end users on business critical solutions quickly and effectively.



Premier Value Plan: Key Goals and Deliverables

Strategic alignment with cross-functional business KPIs		
Strategic Alignment & Use Case Prioritization	Align Smartsheet with cross-functional KPIs and improve existing business processes.	<ul style="list-style-type: none"> Up to three (3) Strategy & Design Workshops Prioritized Roadmap Solution Design Document (SDD)
Implementation solution(s) through strategic partnership		
Solution Implementation	<ul style="list-style-type: none"> Configure a functional, scalable solution based on Smartsheet best practices. Standard sheet automations (e.g. Alerts, Reminders) and AI Configurations. Set up automatic reminders and notifications. 	<ul style="list-style-type: none"> Deploy up to three (3) functional solutions or up to one (1) medium complexity solution Standard sheet automations (Alerts, Reminders) & AI Configurations
Advance Configurations	Configuration of additional capabilities within existing solution(s) to support further customization, and drive workflow efficiency.	Up to 5 Premium App configs, Connectors, and Resource Mgmt
Data Migration Planning & Support	<ul style="list-style-type: none"> Develop and document data migration strategy. Support the data migration process by completing migration examples, answering questions, and providing training. Support to help customers strategize and migrate legacy data to the new environment. 	Advisory Services for data migration strategy & execution support
Targeted training, adoption planning, and support for change management		
Persona Based Change Management Planning	A persona-based strategy focusing on stakeholder alignment, communication planning, and adoption barrier mitigation.	Change Management Plan
Persona Based Solution Training, Product Training & Documentation	<ul style="list-style-type: none"> Comprehensive "Admin and End-User" guides tailored to the specific workflows and processes implemented during the engagement. Virtual training sessions tailored specifically to named personas. Standard product-focused training sessions to bolster general platform knowledge and Smartsheet Control Center proficiency. 	<ul style="list-style-type: none"> Solution Documentation Persona-Based Training Sessions Foundational Product Training



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Engagement manager-led project governance & platform-wide standards		
Engagement Management & Risk Mitigation	Your Engagement Manager will provide project governance, resource orchestration and risk mitigation.	<ul style="list-style-type: none">• Engagement Manager Engagement Toolkit (Schedules/ Status)• Governance Framework
Engagement Management	Receive a comprehensive summary report that captures the milestones you've achieved and establishes a clear baseline of the value delivered – giving you a tangible record of your progress and a foundation for measuring continued success with Smartsheet.	<ul style="list-style-type: none">• Engagement Toolkit (Schedules/ Status)• Outcomes report out

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