PRO AV SOLUTIONS
experience excellence

smartsheet

> " It was a real eye-opener to see the actual figures during the course of a project or even before it's even begun. We didn't have this visibility prior. It was there, but it was never something the team would go and track down for themselves. Whereas now, you just can't avoid it; it's right there on the screen and they can make decisions based on what they see. In the past, we've looked at our projects retrospectively, looking back and saying, oh well, we'll just learn from that next time. Now we have a better view of what's coming up and can actually adjust it in real time.
>
> Chris Georgiou, Projects Administration Manager, Pro AV Solutions

Pro AV Solutions elevates project resourcing and planning for growth with 10,000ft by Smartsheet

Audio-visual integrator Pro AV Solutions specializes in corporate installations. As more large enterprises build new headquarters or renovate existing offices in Sydney and throughout Australia, Pro AV's business has grown exponentially, with new million-dollar installations as well as repeat customers. Pro AV needed a more flexible solution for scheduling and updating staff resourcing to keep up with demand. 10,000ft by Smartsheet helps Pro AV make updates in real time and identify time and budget overruns before work ever begins at a customer site.

Situation:

The increase in large customer contracts, such as a recent implementation at a newly constructed two-building complex for Sydney's largest bank, was pushing Georgiou and his team to find better ways to manage resourcing. The COVID-19 pandemic brought even more variables to deal with. Some states where Pro AV had offices faced restrictive lockdowns that closed customer businesses. Other states, such as New South Wales, had to adopt new workplace and travel safety procedures as the pace of business remained the same or even increased.

"The current COVID crisis has put the brakes on a few things, but we've managed to actually power through that in Sydney," says Chris Georgiou, projects administration manager at the New South Wales office of Pro AV Solutions. "We haven't really stopped at all. I know some of the other states — particularly Victoria, who is currently hard hit by the pandemic — their business has slowed down a bit at this point. Some offices are doing work internally, very scaled back, but our staffing numbers across the board just continue to grow. We needed to find a better solution to manage our resources, and that's where 10,000ft came into play."

Company
Pro AV Solutions

Industry
Technology Services

Company Size
200+ employees

Customer Profile
Pro AV Solutions delivers professional audiovisual, collaboration and unified communications solutions, including some of the largest and most prestigious audiovisual projects in Australia and internationally. The company delivers exceptional experiences at every point in the client relationship, from project inception through to design, delivery, and ongoing service and support.

Website
proavsolutions.com.au

Business Situation
Pro AV Solutions wanted a more flexible solution to manage staff resourcing to keep up with rapid growth with both new and repeat customers.

Solution
Pro AV Solutions uses 10,000ft by Smartsheet to make resource updates in real time and identify potential time and budget overruns before work ever begins at a customer site.

Benefits
· **Flexible resource planning** that makes it easier to spot conflicts and see the impact of changes

· **Deeper insight into timeline and budget details** to enable better decision-making

· **More accurate costing and forecasting** that leads to better client proposals and improved profitability

Solution:

Pro AV has used Smartsheet for several years, integrating data from multiple business platforms to generate reports and using templates to simplify project management. Resource management in 10,000ft was the next step in optimizing their processes.

"We were using Smartsheet to manage our resource planning," Georgiou says. "Currently we're up to a team of about 35 technicians just for Sydney alone, so managing those was a constant day-to-day effort. Now, moving onto, 10,000ft, we've upped our game with regards to how we manage resources."

Benefits:

With 10,000ft by Smartsheet, Pro AV Solutions can more flexibly manage resource planning and resolve potential conflicts immediately.

Flexible resourcing, with immediate insight into the impact of changes: Today 10,000ft by Smartsheet gives Pro AV Solutions dramatically improved flexibility in resource management. The platform lets managers track changes in real time and make additional adjustments to avoid exceeding budgets, deadlines, or capacity. Georgiou says reporting is another major benefit. The platform makes it easier to review open and closed projects, compare labor hours sold against hours used, and view trends by month, quarter and fiscal year.

"Pro AV would create a project planning sheet per project, where the team would allocate particular people," Georgiou says. "Adjustments to projects were happening every day — almost hourly, depending on the project — and there was a lot of manual editing. Within 10,000ft now, that can be done in multiple ways, and a lot quicker as well. The PMs have more visibility into who's allocated where, and where conflicts are starting to be created. They can see immediately what the implications of their changes are."

An easy-to-use platform that leads to better outcomes: Georgiou says that because 10,000ft by Smartsheet is easy to learn and use, rolling it out to his department has gone better than he expected. Other departments, such as the engineering drafting team, are also trying it out, and are generating valuable data they didn't have easy access to before. That ease of use has the potential to lead to better bidding and profitability.

"Everyone has been quite positive; we never really had any pushback," Georgiou says. "From the technicians who are out on site using the time tracking system, to the team in the office who are using the system for reporting and scheduling, everyone thus far has been positive. There are some differences between Smartsheet and 10,000ft, but more often than not it was actually a better way and it gave us a better result in the end."

Clear reporting and insights that lead to more accurate project planning: Pro AV Solutions' legacy CRM system didn't easily provide the data teams needed to make key decisions. And if reports were difficult to generate, teams might not take the time to run them, missing out on insights that could make a difference to project planning. If the sales team had inaccurate data on the number of hours required to integrate systems in a particular kind of office environment, they might underbid a project, reducing the final profit for a contract.

"The CRM system that we use would generate reports that required a lot of manipulation to generate data that you can actually read and use," Georgiou says. "10,000ft gives us that in real time. When a new project is created, we take basic information such as hours, dollar, and labor allocation budgets and punch them into 10,000ft. Before the project is live, before anybody steps foot on site or has a meeting with a client, they can immediately see what parameters they have to work with and whether they're going to be over or under budget. They can rectify any situations that are going to make these hours go over. They can take that into account for any similar future projects, so that we're not underselling our labor."

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 percent 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.