



“ It’s saved us time, it’s saved us resources, and it’s also enabled us to stop focusing on administrative processes and start focusing on service delivery of care. Because at the end of the day, we do deliver healthcare, and the more you can get people focused on delivering healthcare, the better healthcare you’re going to deliver.

Randy Cook, Chief Operating Officer, Aspen Medical International

### Company

Aspen Medical International

### Industry

Healthcare

### Company Size

6 U.S. employees, 145 deployed worldwide

### Customer Profile

Aspen Medical International provides healthcare solutions in remote or challenging locations around the world, with field locations primarily in Africa and the Middle East. At its U.S. headquarters, six employees coordinate the efforts of 145 worldwide staffers.

### Website

[aspenmi.com](http://aspenmi.com)

### Business Situation

To operate more efficiently and provide greater value to clients, Aspen Medical needed a solution that would allow worldwide staff to track project status and documentation, support onboarding of new clients and projects, and scale with the company’s growth.

### Solution

Aspen Medical uses Smartsheet to manage travel support, staff onboarding and HR, project operations, client reporting and proposals, insurance, and more, using customized workspaces for each client engagement.

### Benefits

- **Customizable project workspaces** that simplify the setup of new client services
- **Tailored dashboards** that offer clients a transparent view of their services and project status
- **Familiar interface** that’s easy for worldwide staff to learn and use

## Smartsheet helps Aspen Medical deliver healthcare services in the world’s most challenging locations

When Aspen Medical International sets up a new healthcare solution for a client, time and efficiency matter — because that client may be in a remote African community, an oil rig in the middle of an ocean, or a war zone. The company specializes in providing healthcare solutions for clients including multinational enterprises, governmental bodies, and U.N. agencies. To support a strategic growth plan that could scale staff expansion with the onboarding of new clients and projects, Aspen Medical needed a project management solution that provided the right capabilities without the complexity or high price tag of other offerings. Smartsheet helps Aspen Medical get all the project details right and communicate them across the world in real time.

### Situation:

Aspen Medical specializes in providing healthcare solutions for clients including multinational enterprises, governmental bodies, and U.N. agencies. This means providing everything from single paramedics to complex clinics to airborne medical evacuation to another continent. Managing the details of staff training, supplies, procedures, and regulatory compliance accurately and efficiently can make a difference to clients’ life and health.

“We always want to make fact-based decisions within our level of risk tolerance,” says Randy Cook, chief operating officer of Aspen Medical International. “And to be able to make a fact-based decision, you want to have the most up-to-date understanding of not just the environment that you work in, but also the operation as a whole. Smartsheet has allowed us to stay on top of this fact-based decision-making.”

After reorganizing to operate more efficiently and provide greater value to clients, Aspen Medical’s U.S. headquarters is staffed by just six people who support the efforts of 145 field workers throughout the world, most located in Africa and the Middle East. The company found it challenging to track everyone’s work; shared-drive solutions with Word documents made it difficult to search for key issues and keep up to date

on the status of client requirements. Aspen Medical needed a project management solution that could support growth and communication without requiring costly licenses for staff who might only be part of a project for its first few months.

### **Solution:**

Cook and his colleagues have set up standard Smartsheet project templates and workspaces that can be customized for each new client engagement. The project team has a single place to manage staff onboarding, travel support, HR, operations management, proposals and reporting, insurance, and more. Information can be captured and sorted in real time, without searching through a folder full of documents or reconciling multiple versions of the same information.

### **Benefits:**

Cook and his team use the calendars and automated workflows built into Smartsheet to track progress against contract compliance and client deadlines, and can see at a glance which issues need immediate help from the U.S. office at any moment. This accurate view of each day's priorities not only helps get the most important work done on time, it helps Cook forecast the company's future needs and plan accordingly.

**Fast onboarding and setup for new staff around the world:** The easy-to-use interface is simple for new hires to learn, regardless of location.

"As I onboarded the platform, I thought that one of my bigger challenges would be trying to remotely onboard people in different countries," Cook says. "But I found that because the user experience, the user interface, and the functionality built into Smartsheet are so targeted to be just the features you need, people were willing and able to onboard with relative ease."

**Increased transparency for both staff and clients:** Cook uses Smartsheet to create client dashboards that provide a complete view of the company's performance on contracts and budget, which has boosted clients' trust in their solution teams.

"Your client's no longer asking for updates; they can see everything in real time, and it instills confidence," Cook says. "The client no longer feels like they have to reach out and hope I'm going to share transparent information with them; I'm sharing everything."

The dashboards have been such a hit that Cook uses them as a selling point, including a sample dashboard in each new-business proposal to illustrate what project tracking will look like. With the added assurance

that the solution conforms to legal and regulatory requirements for privacy and health information management, the pitches make a dramatic impression on prospective clients.

**Easy access from virtually any location:** Aspen Medical colleagues who travel frequently can do everything via the mobile app, from receiving alerts to entering new information and updates. Workers in remote locations can use phones, tablets, or laptops to access Smartsheet on whatever networks are available to them, with a consistent experience across devices.

## **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](http://www.smartsheet.com)