



*Identifying opportunities.
Delivering solutions.*



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Michael Fernandez , Director of Quality Control, FGMK

Company

FGMK

Industry

Professional Services

Company Size

Medium (50 - 999 employees)

Customer Profile

FGMK is a leading professional services firm providing assurance, tax and advisory services to privately held businesses, global public companies, entrepreneurs, high-net-worth individuals, and not-for-profit organizations.

Website

www.fgmk.com

Business Situation

In order to better serve their clients' needs, FGMK needed to cut down the amount of time wasted on tedious administrative processes in order to improve collaboration and the flow of information.

Solution

FGMK implemented a solution to increase real-time visibility and collaboration helping increase transparency and data-flow.

Benefits

- Centralized communications to improve visibility and transparency
- Reduce time spent on yearly audit planning and scheduling from over 100 cumulative hours down to just 6 hours
- Real-time feedback fuels process optimization and innovation opportunities

Leading Professional Services Firm Improves Data-Flow and Transparency

FGMK, a leading professional services firm providing assurance, tax, and advisory services, needed a way to decrease time spent on internal and administrative processes in order to improve collaboration and data-flow to better serve their clients. By implementing Smartsheet, they were able to increase visibility, consistency, and collaboration across their organization reducing staff needed for yearly audit planning and scheduling and time spent on that planning from over 100 cumulative hours to six hours. Smartsheet has helped FGMK improve their internal efficiency and cut out manual labor-intensive processes, allowing for increased collaboration and transparency with their clients.

Situation:

FGMK is a leading professional services firm providing assurance, tax, and advisory services to privately held businesses, global public companies, entrepreneurs, high-net-worth individuals, and not-for-profit organizations based in Bannockburn and Chicago, Illinois.

With over 1,000 audit and financial statement reporting engagements in a year, and tens of thousands of information requests, FGMK was looking for a better way to communicate and manage administrative requests to their clients for supporting documentation of general workflow, getting updates to process documents, and other services that are required components of their audit processes that were typically done via a manual spreadsheet, word document, or in an email thread.

“We found that teams were spending a lot of time on the administrative part of an audit versus doing the actual client service, doing the actual value-added component that is why they're in the field,” says Michael Fernandez, Director of Quality Control at FGMK.

FGMK needed a solution to help free up their employees from this manual administrative burden by streamlining manual document intake and other processes related to audit requests. “We just needed to get our data flow better. We needed to improve our collaboration and communication,” says Fernandez.

Solution:

FGMK rolled out Smartsheet firm-wide, across all of their practice lines including their audit and accounting, tax, and advisory teams. “We viewed Smartsheet as something that could improve our own efficiency and cut out that manual labor-intensive process,” says Fernandez, “now we’re able to use the notifications and the quick at-a-glance collaborative nature of the platform to get things done quicker, better, and easily re-allocate our resources to what matters to us, and more importantly, what matters to our clients.”

Benefits:

By implementing a work execution platform that enabled them to streamline internal and administrative processes, FGMK has decreased time spent on administrative tasks like planning and scheduling and significantly increased the amount of time they can spend on client services. It has also improved visibility and transparency for the Firm and its clients.

Improved Communication and

Transparency: Smartsheet has allowed FGMK to streamline team communication, eliminating repetitive questions by creating a single source of truth. By centralizing communication in Smartsheet, they now have a transparent system of record that allows for real-time visibility.

“There is very little miscommunication now, and I think our clients really appreciate it because they feel like information is up front, nobody is moving the goal post, so to speak. They know

that what they see is what they get, and it allows them to really have a clear picture of what they need to do; so we can do what we need to do,” says Fernandez.

“I think that the level of collaboration and the transparency with our clients has been the biggest benefit that we’ve had, and the feedback that we’ve received thus far has been a testament to that. The reactions from our clients have been overwhelmingly positive. Not only are they appreciating the change in our processes, but they are recognizing that FGMK is continuously looking for ways to improve, looking for ways to innovate.”

Clear Planning and Schedule

Forecasting: The team has dramatically decreased the time spent on their yearly audit planning and scheduling process, while maintaining the high level of effectiveness that they expect from their people, through consistent and collaborative tracking in Smartsheet.

“In the past, we had a scheduling meeting that was all of our partners, the scheduling department, and it took over a day. That’s everybody with billable time working on an internal, administrative process,” says Fernandez. “This year, using Smartsheet and using Gantt view, we had our teams pre-populate some of this information, we knocked it down to myself and one other partner, and completed it in about three hours. That’s a significant amount of time that is taken out of admin, and redeployed to serving our clients!”

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Real-Time Feedback Fuels Innovation:

With the flexibility to create custom workflows, gain real-time visibility into client request lists, and continuously improve on processes through the use of feedback forms, FGMK has started to expand what they use Smartsheet for across their organization including their internal review process.

“Six to seven months later, we’re already looking at how do we expand, how do we do more? Because as we get people more fluent internally, we feel like it’s really just the tip of the iceberg. What had originally started as a tool to help our Audit and Accounting Practice gain efficiency has evolved into a valued platform for all of our practice areas, including our Entrepreneurial Services and Tax Practice. We envision a future where all of our professionals, across all service lines, are using Smartsheet to its fullest potential,” says Fernandez.

With the recent addition of Smartsheet Dynamic View, FGMK is discovering a new way to manage access, allowing for secure sharing of selective sheet information with both team members and clients, while ensuring that sensitive data remains secure and protected.

“At FGMK our tagline is ‘Identifying Opportunities. Delivering Solutions.’ That goes hand-in-hand with what we’ve been doing with Smartsheet because as we use it we’re finding more and more opportunities to continuously improve ourselves, which will in turn benefit our clients,” says Fernandez.

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