



“ Through the use of Smartsheet, we are getting closer towards global disease elimination targets set by the World Health Organization. I’m doing project management on 188 projects that touch the lives of millions of people around the world.

Allison Snyder, Project Support Specialist, The Task Force for Global Health

Industry
Nonprofit

Company Size
160 employees

Company Profile

The Task Force for Global Health is a nonprofit organization with 14 programs that focus on controlling, eliminating, and eradicating debilitating diseases.

Website

www.taskforce.org

Business Situation

To focus their efforts and time on their research in the communities they serve, The Task Force needed a way to consolidate information, standardize reporting, and visualize research and program data for partners and donors.

Solution

The organization adopted Smartsheet to help them manage the complexity of tracking and reporting on nearly 200 research projects in 55 countries.

Benefits

- Time spent looking for information reduced from 3 days to 3 minutes
- Time spent creating donor reports reduced from months to weeks
- Improved decision-making with data visualization
- Better access to information in the field

Global Health Nonprofit Decreases Administrative Burden to Focus on Programming

The Task Force for Global Health, a nonprofit that works to control, eliminate, and eradicate debilitating diseases, needed to manage the complexity of tracking and reporting on nearly 200 projects in 55 countries. The Task Force adopted Smartsheet to track their research portfolio from start to finish, consolidate key program information, and streamline reporting. As a result, they can find information and create reports more quickly, and add data visualization to their reports to improve communication with their partners. By using one platform for all of their work, the team is able to focus on their research to get closer to the goals set by the World Health Organization.

Situation:

The Neglected Tropical Diseases Support Center at The Task Force for Global Health conducts research on how to improve programs designed to eliminate five neglected tropical diseases, which impact more than one billion people worldwide.

With a portfolio of almost 200 projects in 55 countries, “there’s an urgency around doing the research and being able to come to conclusions in order to respond to those gaps and barriers,” says Marianna Stephens, Senior Associate Director for Special Programs. Yet despite this urgency, the team often found themselves mired in administrative work, sometimes at the expense of spending time on critical research projects.

For example, finding the information needed to report out to donors and partners was taking multiple team members days to track down. “We had a bunch of complex information and details about all the different research that we support, and it was just housed in different places,” says Allison Snyder, Project Support Specialist.

Solution:

Stephens saw the time her team was wasting tracking down information for project and donor reports and decided to run a pilot of Smartsheet. “I knew there was the potential to develop a system that could make us more

efficient,” says Stephens. “And it didn’t take that long to convince my boss.” Ultimately, the team made the decision together to embrace Smartsheet across the board. Several other Task Force programs also adopted the tool.

The Task Force uses Smartsheet to bring everything into one user-friendly system where they could track their complex research portfolio from start to finish. From capturing expressions of interest, to executing contracts, scheduling field work, ordering supplies, and finally reporting on completed projects, Smartsheet has decreased the time that The Task Force team spends on administrative tasks, so they can devote more energy to their research.

Benefits:

By relying on Smartsheet to track and report their projects, The Task Force team is able to find accurate information faster, pull reports for donors and partners more quickly, visualize data in their reports to improve decision making, and give their team members better access to information in the field. Streamlining all of this administrative work enables them to focus on their research and spend more time in the communities they serve.

Time Saved Searching for Information:

The team has dramatically reduced the time they spend searching for information – from hours to minutes. “I don’t have to go to eight different places to access eight different things I need. I go to one place,” says Snyder. “I can share a

link with my team members and they can see real-time information, and as I’m making changes at my desk they can see those.”

“Before we had Smartsheet, there was a request from one of our donors to find out what we were doing with a certain tool that we do research on,” she adds. “It took three people three days to get the answer. Now it takes me three minutes.”

Time Spent on Reporting Reduced from Months to Weeks:

Smartsheet has also helped the team improve the accuracy and timeliness of their annual reports for their three main donors: the Bill & Melinda Gates Foundation, USAID, and UK Aid. In the past, creating annual reports for each of their donors could take months to pull together.

Now, says Stephens, “We’re able to do a combined annual report, rather than doing three donor reports. We are able to pull all of our data, generate the reports, and visually present the data in dashboards in a couple of weeks. This has created a very transparent environment with our donors.”

Data Visualization Improves Decision Making:

The team also uses dashboards to report on their research findings to partners in order to define next steps. Says Stephens, “we’re able to extract that research data from a sheet and put it into visuals – whether it’s a pie chart, a graph, a map – to demonstrate what we are working on in a visual way.” This data visualization makes it easier for the team to share their findings to people

and partners in the communities they serve, by providing a quick way for people to understand the results of the research, and helping them find a way to improve their programs.

Better Access to Information in the Field: Because the entire team uses Smartsheet, everyone can access program information from anywhere. The team can access the most up-to-date information through Smartsheet when in countries where they work. And “if a team member is traveling and doesn’t have access to internet, another team member can go in and download that document just as well as anybody else,” says Stephens.

More Time Spent on Research: Perhaps the biggest benefit is the time the team gets back to spend on the projects that touch the lives of millions of people around the world. “To be involved in the science that enables us to make progress towards those goals – it’s very rewarding,” says Patrick Lammie, PhD, Senior Scientist. “Being able to conserve more of my time with Smartsheet to actually do the scientific part of my job is a real gift.”

“Smartsheet has definitely been able to decrease that administrative time that we spend. And it offers us the ability to be more present in the field with the communities we serve,” says Stephens.

Adds Snyder, “Through the use of Smartsheet we are getting closer towards global disease elimination targets set by the World Health Organization.”

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% 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