aws marketplace

Smartsheet

Reviews, tips, and advice from real users

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Smartsheet

Smartsheet Recap

Smartsheet is a dynamic platform with features like real-time data sharing, Gantt charts, and integration with Jira and Microsoft Teams, offering valuable tools for efficient task management.

Smartsheet combines Excel-like functionality with cloud accessibility, making it efficient for tracking, reporting, and workflow management. Users benefit from its scalability and robust security, making it ideal for enterprise-level projects. However, improvements in data visibility, real-time collaboration, and user-friendliness can enhance its utility. Customizable dashboards, project management features, and seamless integrations offer great flexibility, though there is a demand for better automation, API enhancements, and new templates.

What are Smartsheet's most important features?

- Real-time Data Sharing: Facilitates seamless collaboration between users.
- Project Management Tools: Includes Gantt charts and task prioritization for efficient project tracking.
- Integration: Works with major platforms like Jira and Microsoft Teams for comprehensive data flow.
- Automation Capabilities: Reduces manual work with robust automation functionalities.
- Customizable Dashboards: Allows users to tailor dashboards to meet specific needs.

What benefits or ROI should users look for in reviews?

- Efficiency: Streamlines workflows with tools that enhance project tracking and collaboration.
- Scalability: Supports growing enterprise demands with its scalable architecture.
- Security: Provides robust, secure environments for data management.
- Adaptability: Offers flexibility to customize workflows for improved resource management.

Smartsheet is utilized by organizations in industries like engineering, education, and IT for project management, task tracking, and data integration. It enables planning, scheduling, and team collaboration, facilitating dashboard creation and automation of processes. Its flexibility in customizing workflows is appealing to those managing projects and programs.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

✔ "I like the dashboarding feature best, as it lets me assemble a workspace with source sheets, dashboards, and reports simultaneously. The standard reports and worksheets are most useful for team collaboration. People look at dashboards during presentations, but they go to the sheets to update projects, add comments, or make notifications. It's automated, so changes come to me or whoever needs to see them. I can send notifications from specific line items."

PaulDiaz
Project Manager at Amgen

✔ "I think Smartsheet would scale fine."

Verified user
Strategic Programs Vice President, Project Management Office at a financial services firm with 11-50 employees

✔ "I prefer Smartsheet for its flexibility."

Blake Clifford
Project Manager at USCCG

✔ "What I appreciate best about Smartsheet is the straight Gantt chart and its flexibility."

StevenThompson
Solution Architect at Think People

✔ "If you just need a planning tool, it's a low-cost and effective option."

Shashi VardhanAndem
Senior Product Manager at Indian Institute of Management Calcutta

✔ "Smartsheet is a really good tool for collaboration."

Verified user
Contract Programme Manager at a manufacturing company with 5,001-10,000 employees

✔ "Granting access to Smartsheet is much simpler. Anyone can access it with just a link and password. Smartsheet also offers intelligent forms, allowing us to collect project proposals easily. Before our first meeting, I can review initial project ideas submitted through these forms. Additionally, attaching files is straightforward – no need to navigate through menus. The search function is also nice."

Eire Zimmermann
Judicial Technician (Strategic Management / Project Management) at TJPR

What users had to say about valuable features:

"Its mechanics align themselves very well, making it very powerful and simple. Its interface is almost like you are using it yourself, making it very friendly. You don't need to develop deep knowledge of forms or something like that.."

Alexander Saravia   Read full review ↗
Gerente at 1-800SAP

"I like that Smartsheet integrates Excel with a cloud-based project management software. Since everybody's really familiar with Excel, you can use Excel-type formulas in the Smartsheet to calculate certain things.."

Magin Perez   Read full review ↗
President at Oti

"The tool creates shareable dashboards. These dashboards allow us to display project deliverables' status, their position in the queue, expected delivery timelines, and more. The best part is that these dashboards can be shared with our clients without a license.."

Gordon EBraun-Woodbury   Read full review ↗
Marketing Operations practice leader at Calibrate Legal, inc.

The positive aspect of Smartsheet was its online availability. However, it was cumbersome since not being on the enterprise mode meant constant login and access requests. I used it, mostly due to my novice understanding of Smartsheet, for project management. We were looking for a tool that allowed for repeatable projects and process-oriented governance.

Verified user   Read full review ↗
Strategic Programs Vice President, Project Management Office at a financial
services firm with 11-50 employees

"What I appreciate best about Smartsheet is the straight Gantt chart and its flexibility. The user interface is very customizable, allowing for easy segmentation of workstreams and leveling tasks.

"Because of this customization, you can tailor your views for rapid project reporting as well. It's really about the user interface and basic project management, making it very fast.."

StevenThompson   Read full review ↗
Solution Architect at Think People

"Granting access to Smartsheet is much simpler. Anyone can access it with just a link and password. Smartsheet also offers intelligent forms, allowing us to collect project proposals easily. Before our first meeting, I can review initial project ideas submitted through these forms. Additionally, attaching files is straightforward – no need to navigate through menus. The search function is also nice.

The Gantt chart is a valuable tool for public organizations. There is a significant emphasis on external control compliance. Therefore, with this feature, you change the content in every cell in the sheet and in the timeline, and you can track and see the day, time, and the person changing the value. Furthermore, you can choose whether to display a PDF or an HTML page. It helps to update documents quickly. The tool is easy to use.."

Eire Zimmermann
Judicial Technician (Strategic Management / Project Management) at TJPR

Read full review ↗

Other Solutions Considered

"I'm also using Microsoft Project and Jira, together with Smartsheet, but Smartsheet is easier to use than Jira, though each solution has its own advantage.."

TamerNasr
Executive at Nazeq

Read full review ↗

"I worked for Siemens in Brazil, the United States, and Germany. They used to have about half a million employees recorded in Primavera. It was nice, very rich, safe, and secure. I have also used Microsoft Project which was great for rigid timelines but not suitable for cost management. I never used Excel.."

Eire Zimmermann
Judicial Technician (Strategic Management / Project Management) at TJPR

Read full review ↗

"Odoo. We migrated to Odoo because it is a fully integrated ERP. We have all the projects, accountability, and services in one place without needing any interfaces or integrations.."

Alexander Saravia
Gerente at 1-800SAP

Read full review ↗

"Excel and Google Sheets are much more reliable compared to Smartsheet. Even though Smartsheet is a relatively new product, it was not very impressive. Google Sheets stands out as one of the better options compared to Smartsheet. However, nothing currently beats Excel.I've used Excel more often, and for the projects for which we are using Smartsheet, we are not actually leveraging the AI features of Smartsheet. Instead, we are incorporating it into our process in other ways.."

Kshitij Maheshwary
CX Specialist at Great Lakes Institute of Management

Read full review ↗

"I've used various project management solutions, including Microsoft Project, an early version of Smartsheet about ten to fifteen years ago, Jira, and Primavera. I mainly settled on Microsoft Project for most of my work in the early 2000s.

The main differences between Microsoft Project and Smartsheet are that Microsoft Project is more for engineers, offering full access to all features and the ability to script using programming language. It's like a PC versus a Macintosh. The downside of Microsoft Project is its clunky reporting. Smartsheet has a user interface that's more limited but easier to use. It has automated features and is fairly easy to understand, but you must stay within its limitations. Smartsheet doesn't allow scripting, which I consider an essential feature. It looks like Excel but isn't as capable.."

PaulDiaz
Project Manager at Amgen

Read full review ↗

"I was part of early discussions. We were working virtually. The technology pieces of the program are actually run through a government agency by logging into a VPN. So the team moved to being remote from being 100% on the ground, basically, in the office. We needed a solution that would work for people working for multiple sites or states and not go down. The team was all over the place and they needed something that could be there with them and not go down.

This fit the bill. It's worked really well. If people are out of town, they can update stuff. It's more easily accessible. I don't know if we would've moved to it in the pandemic. We were using a shared drive in Teams and we moved to Teams too during a pandemic.

The web-based piece of it, or the cloud-based piece of it, was a good feature. And then it was just simple. You can set up the sheet and it's dummy-proof in terms of putting stuff in. In contrast, if 12 people put something on an Excel sheet it got messy. I used to spend half a day just cleaning up the sheet and making sure the dates were right.

It did make my life a whole lot easier. You can select and limit how the cells look in Smartsheets. For example, you don't get numbers where you want letters, letters where you want numbers, et cetera. It just made things easier and offered less likelihood of wrong information getting entered. That's why we adopted it.."

Asma Ali
Project Manager at a government with 10,001+ employees

Read full review ↗

ROI

Real user quotes about their ROI:

"I couldn't provide specific data points for ROI. Smartsheet is less expensive than Microsoft Project, which is a consideration when comparing their costs.."

Blake Clifford   Read full review ↗
Project Manager at USCCG

"It's really hard to quantify since you don't have to invest much time in learning it. It is simple to use and stable, so it is worth the money invested.."

Alexander Saravia   Read full review ↗
Gerente at 1-800SAP

"We've seen an ROI. It's effective particularly if you have teams that are virtual or located in different places. Just having something web-based, cloud-based, and easily operational, yet looks similar to Excel is useful. It's easier for different levels and understanding that people have of technology. It's not too fancy, however, it has features that give you what you want. When people are not co-located, it's a great solution as everybody can enter their stuff by a certain time in the week. The process is more self-managed so it's not as dependent on the project manager.."

Asma Ali
Project Manager at a government with 10,001+ employees

Read full review ↗

"We practically couldn't run our business without it at this point. Sure, we could run the company, but it'd be a lot more cumbersome. I've built so much automation now that kicks out immediate communications in Slack, Microsoft Teams, etc. It would all be manual without that, and it would add a massive administrative burden to the way my people do their work here.."

Ian Herzing
Resource Manager at a non-tech company with 11-50 employees

Read full review ↗

"It was good with project delivery times and cost savings. It was mainly to communicate project plan changes and updates across the board.

There are multiple ways of using it, and it's cheap. If there's a change in the plan, we update it, and it automatically notifies stakeholders.

It's a subscription model and a very effective way of planning any project. You pay about $25 per month for each user. If you want to integrate with other tools, it will not work. But if you just need a planning tool, it's a low-cost and effective option.."

Shashi VardhanAndem
Senior Product Manager at Indian Institute of Management Calcutta

Read full review ↗

Use Case

"We use the solution to track the progress of the project. We have created a bank chart or a milestone chart and follow the events on that Smartsheet point.."

Kshitij Maheshwary   Read full review ↗
CX Specialist at Great Lakes Institute of Management

I used Smartsheet for project management. We had contracting teams that used it, so we were given access to it. It's within the financial services industry, and our company has a little bit less than two thousand employees.

Verified user   Read full review ↗
Strategic Programs Vice President, Project Management Office at a financial services firm with 11-50 employees

"We use Smartsheet to track projects, portfolio activity, and program activity. It also completes dashboards for upper management and team meetings and serves as a clearing house for items we're considering funding. It's mainly used for business operations.."

PaulDiaz   Read full review ↗
Project Manager at Amgen

"We have used Smartsheet for projects and consulting purposes. It has been implemented in various sectors like food manufacturing, meat processing plants, pharmaceutical corporations, and in consulting services with our clients.."

Blake Clifford   Read full review ↗
Project Manager at USCCG

"We used it for two scenarios. The first one was in project management. We made up the collaboration with our customer using Smartsheet. The second scenario was a financial application to control the cash flow.."

Alexander Saravia   Read full review ↗
Gerente at 1-800SAP

"My use cases for Smartsheet always revolve around small to medium-sized projects to define a standard project and assignment, work breakdown structure, and develop a timeline from start to finish.

"I've always wanted to use the resourcing feature, but it has been super complicated and never sufficient. The overhead for capacity management has never fully realized enough value.

"The dashboards are rather complex and not intuitive, requiring a full custom implementation in order to manage multiple programs. We're going to try and set that up now for this one national project, but from a pure project management perspective, Smartsheet works great as a low-cost replacement for Microsoft Project. I feel it equals and parallels the capabilities of Microsoft Project.."

StevenThompson
Solution Architect at Think People

Read full review ↗

Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

"The solution's initial setup is not too difficult. To set up the tool, you go to its website, get a free membership for a little bit, and then pay subscriptions for users.."

Magin Perez
President at Oti

Read full review ↗

"The initial setup is straightforward. It was more complex back in 2019 when I started using it, but it has since improved. I would rate it an eight on a scale of one to ten for ease of setup.."

Blake Clifford
Project Manager at USCCG

Read full review ↗

"I was indeed involved in the initial setup, and let's say that for standard use, it's a very interesting tool. It's not that difficult.

But for more complex use cases, there is a higher learning curve.."

YvesDene
Lead Consultant CSV at QbD

"The solution's initial setup has medium complexity. I rate the setup as an eight, as its license is expensive. The deployment process takes around seven business days. Initially, we request a quotation from the vendor for the number of licenses we want to purchase. Then, we procure the PO after receiving the quote. Upon the release of the PO, they issue the software licenses.."

Siba Shankar Reddy
Lead Information Technology Analyst at Applied Materials

"For the initial setup, I'd rate it a seven out of ten. Unlike Microsoft Project, it doesn't have much of a learning curve to get started. It's fairly straightforward, like Excel, but becomes difficult for more sophisticated tasks. We use a cloud-based enterprise system, but I'm unsure if it's a hybrid cloud. Our IT department set it up.

Deployment started about two years ago, maybe a bit longer, and is still ongoing. It began with a few key people figuring it out on their own. Now, the tool offers more customer service and training sessions. We have a subscription that lets us use direct instructors about ten times. They host classes every week.."

PaulDiaz   Read full review ↗
Project Manager at Amgen

"I would rate the initial setup experience with Smartsheet around a five or six out of ten. It is not the most intuitive process, and the use of unfamiliar terminology can be confusing. While it is not overly difficult, there is room for improvement in making the setup smoother and more user-friendly.

The deployment of Smartsheet took several months, with a team of around eight to ten department managers involved in the rollout process. Maintaining the Smartsheet solution mainly involves updating reporting and other features annually, typically requiring the assistance of the Smartsheet team.."

Verified user   Read full review ↗
National Sales Manager at a wholesaler/distributor with 1,001-5,000 employees

Customer Service and Support

"Customer service with Smartsheet is excellent. I have had great success in getting through to their support team, and they have been terrific over the years.."

Blake Clifford   Read full review [↗]
Project Manager at USCCG

"I've onboarded Smartsheet for a company that creates databases and dashboards. It was like a meeting a week for six weeks to eight weeks, and it was really good.."

Magin Perez   Read full review [↗]
President at Oti

"I've used technical support before, mainly to figure out how to do things, not due to system issues. The support team is very responsive, knowledgeable, and can effectively provide solutions or workarounds.."

PaulDiaz   Read full review [↗]
Project Manager at Amgen

"I think their support team is low quality. They're low and lack response, which is not good for customers. I wouldn't rely on their customer support at all.

"I would give the support team a three out of ten.."

StevenThompson
Solution Architect at Think People

Read full review ↗

"Their support is awesome. We are on an enterprise plan and there is a customer success at Smartsheet and anyone from our licensed users can just send an email to them and they respond as soon as possible. They reply within 24 hours. They look at their knowledge base for you and send you back all the links that will be helpful in explaining and resolving the issue. They are really exceptional and stable.."

Natalija Prodanovic
Global IT PMO at a transportation company with 10,001+ employees

Read full review ↗

"I've never used technical support. I can't speak to how helpful or responsive they are.

I haven't gone that deep into SmartSheet, and I'm pretty comfortable with the interface as of now. And since it is being used for internal purposes, I haven't done any very complex kinds of projects on it to the point I would need technical support. If I face any problems with regard to any formulations or any automation, I just go online and search for an answer. ."

Verified user

Associate General Research at a tech vendor with 5,001-10,000 employees

Read full review ↗

Other Advice

"It lacks integration. If someone is looking for a standalone project planning tool, I would recommend it. But if you want to integrate with other dynamic activity trackers, like Jira, I would suggest using something else.."

Shashi VardhanAndem
Senior Product Manager at Indian Institute of Management Calcutta

Smartsheet from my understanding is more of a project management tool, while Lucidchart is for process flow documentation. They're different tools. Overall, on a scale of one to ten, I would rate Smartsheet as a seven. While my knowledge is limited, I would recommend others considering a PPM tool to consider Smartsheet.

Verified user
Strategic Programs Vice President, Project Management Office at a financial services firm with 11-50 employees

"I would recommend Smartsheet for its intuitiveness and ease of project implementation. Implementing Smartsheet on a project basis is much quicker than using Microsoft Project.

I'd rate the solution eight out of ten.."

Blake Clifford   Read full review ↗
Project Manager at USCCG

"I would recommend Google Sheets or Excel instead of Smartsheet. Smartsheet doesn't offer any smart features. In fact, it took some effort to set up Smartsheet to track the progress of a project, which was really disappointing. Moreover, Smartsheet doesn't provide any features that its competitors do not offer. Excel is much more efficient and will continue using it.

Overall, I rate the solution a five out of ten.."

Kshitij Maheshwary   Read full review ↗
CX Specialist at Great Lakes Institute of Management

"The company I work for is very conservative with AI adoption due to sensitive information. My only exposure to AI in the company is through Microsoft Teams' Copilot for meeting notes and action items.

I recommend tools based on what the user needs to do. It's appropriate for simpler tasks and business operations. For more complex projects with 500 or more high-level steps, worldwide integration, or engineering build-outs, I'd recommend Microsoft Project.

Overall, I'd rate Smartsheet a four out of ten based on my personal experience because it holds me back compared to what I can do in Microsoft Project.."

PaulDiaz
Project Manager at Amgen

"I share Smartsheet with my team, all the stakeholders, owners, and project managers. They have access to it, and they can look at a to-do sheet or a project sheet. They can also download certain files that they need at certain times. If the files are updated, they're updated in the system. It's similar to Google Sheets or Google Docs, where you can go in and modify files. The solution's format is pretty good.

Smartsheet's real-time data tracking allows me to tell my clients that they can go to the tool and see real-time updates on what's going on with their projects.

The learning curve for Smartsheet is pretty quick because most people already know how to use Excel. Smartsheet looks exactly like Excel, where you just have to input data, but it has more capability. I would recommend the solution to other users because it simplifies running a project, storing data, and creating useful sheets for projects.
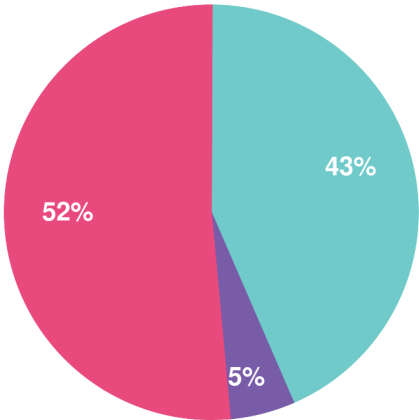
Overall, I rate the solution an eight out of ten.."

Magin Perez
President at Oti

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Company Size

by reviewers

43%

52%

5%

by visitors reading reviews

21%

13%

66%
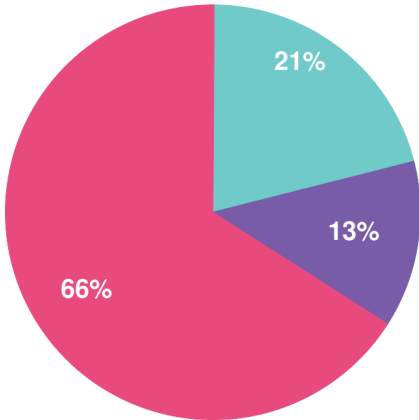
● Large Enterprise   ● Midsize Enterprise   ● Small Business

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