



“ Once you’re up and running on Control Center, you know that everyone is singing from the same sheet of music.

Andrew Bourne, Senior Manager of Operational Excellence, Digi-Key

### Company

Digi-Key Electronics

### Industry

Technology

### Company Size

Large (1,000 - 9,999 employees)

### Company Profile

Digi-Key Electronics is one of the largest distributors of electronic components in the world. With \$3.2 billion in annual sales and 880 different suppliers that provide six million unique parts, the company serves hundreds of thousands of customers annually.

### Website

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

### Business Situation

Digi-Key’s department of operational excellence wanted to streamline program and project management while using a foundational software platform to improve how it manages, captures, and reports on work.

### Solution

Smartsheet has become the foundational platform for how their team manages vendors, programs, and projects, giving them the option to share real-time information and improve visibility all the way up to the executive level.

### Benefits

- **Gained confidence** in program health and project status through up-to-date, real-time dashboards and reports.
- Projects are spun up faster than ever before using Control Center, **saving time and enabling the team to strategize** on process improvement and organizational excellence.
- Provide **quick updates and project visibility** to executive leaders and stakeholders, while working whenever it’s needed, with the Smartsheet mobile app.

## Digi-Key Unlocks Innovation and Visibility With Automation

Headquartered in Thief River Falls, Minn., Digi-Key Electronics is one of the largest distributors of electronic components in the world. With approximately 4,200 employees, \$3.2 billion in annual sales, and 880 different suppliers that provide six million parts, the company serves hundreds of thousands of customers every year.

Digi-Key’s innovation department is responsible for unlocking the potential of innovative technologies and complementary automation, from procuring an automated packaging machine to building better workflows through a work execution platform, all to enhance organizational efficiency. This goal pushes the team to constantly evaluate how they spin up projects, set up programs, and manage vendors. “This is a newer department, and we’re making sure its foundation is built right,” says Pete Danos, senior innovation program leader.

“The type of innovation that excites us most are disruptions that occur in areas where you least expect it,” says Andrew Bourne, senior manager of operational excellence. “Things that you never would have thought could change, and against all odds, it worked and subsequently made people’s lives better.”

In that vein, Smartsheet has become the foundational platform for how their team manages vendors, programs, and projects, giving them the option to share real-time information and improve visibility all the way up to the executive level.

### Situation:

Project management was happening using disconnected solutions: Microsoft Excel, a notebook, and memory recall when Bourne was stopped by stakeholders looking for updates. These methods created “enough unnecessary time to projects that were intended on delivering serious value to the organization.”

Bourne needed a new way to ensure that he had up-to-date, real-time information, and status reports to share with co-workers during

impromptu meetups. All of this while ensuring accurate and more timely communication with vendors. When Danos was brought on board, Bourne let him choose a software solution for managing all of their work. After careful research and consideration, Danos made the case for Smartsheet.

### Solution:

"As far our innovation is concerned, Smartsheet is the place where all of our projects live," Danos says. "We use it to handle day-to-day task management, scheduling, updating, and tying all projects to our departmental dashboard, which elevates our department throughout the enterprise."

The company initially purchased the Smartsheet Accelerator for IT PMO and Control Center, onboarding the premium add-on solutions with the help of Smartsheet consulting services. "We wanted to keep it simple and not overcook the solution," says Danos. After working with Smartsheet consultants to customize Digi-Key's solutions, the team started rolling out program management on Control Center and saw immediate benefits.

### More Accountability and Project

**Visibility:** Through intuitive Smartsheet dashboards and reports, the team tracks and

surfaces project health statuses to executives and stakeholders, increasing transparency, visibility, and strengthening accountability in their work environment.

"Working on several large-scale projects, with an eye on holistic strategic vision can provide a fertile breeding ground for smaller tasks to fall through the cracks," Bourne says. "Smartsheet acts as my safety net. There is never a chance for risks to sit unattended, or tasks to go without notice as our dashboards bring them to the forefront on a daily basis. This is a level of comfort and confidence that was once not provided at all times to our internal customers."

### Faster Response Rates With Mobile

**Access:** The Smartsheet mobile app has also changed the way Bourne and Danos interact with work on a daily basis. "The mobile experience was a big differentiator for me," Danos says. "The ease of use, from a mobile perspective, whether it's on my phone or my iPad, is really key. When you're balancing between seven projects, you need to be able to pull up the platform, work quickly wherever you are, and respond on the fly."

Bourne agrees that mobile access to program status and project health is one of the biggest benefits of Smartsheet. "I walk into executive offices on a weekly basis, and I've

got my iPad with me at all times," Bourne says. "I pull up our program dashboard to show them where their projects are, and the information that's most important to them. I know the data on the dashboard is live, up-to-date, and intuitive."

### Single Source of Truth Promotes

**Confidence:** "From a functionality perspective, I'm using Smartsheet as a one-stop shop to manage the whole program," Danos says. "It's super important that the platform integrates with Microsoft Outlook. I can save specific documentation, emails, images, and communications right to the product line. It's nice to be able to go to one place and know it's all there."

Through the mobile app and dashboards, the team feels more confident when stakeholders ask them questions about innovation. "Now I can not only pull up the answer, but I have the confidence to show them our real-time results and program initiatives," Bourne adds.

"Every time we put something into our hopper, then launch projects from Control Center, within five minutes we know all of the artifacts we need to spin up," Danos adds. "And it is easy to alter if we want to change or add a step, then know the next time we set up a project, we'll be there. That was a big paradigm shift for our 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 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)