



“ On my team and even cross-functionally — not just with Supply but Sales, Operations, Merchandising, Design — Smartsheet helps us to communicate better and work in a more innovative way together. The platform allows everything to be collaborative, seamlessly and globally. We have offices in Hong Kong, in Africa, in Sri Lanka, in India; they’re all connected and plugged into Smartsheet.

Eurelle Hao, Senior Project Manager and Project Management Office Lead for PVH Supply

Company

PVH

Industry

Apparel/Fashion

Company Size

38,000 employees

Customer Profile

PVH is a global fashion and lifestyle company whose brands include Calvin Klein Underwear, Olga, Warner, True&Co, and Tommy Hilfiger. With offices and production facilities across 40 countries, PVH creates high quality, trend-right products that are complemented by compelling online and offline consumer experiences.

Website

pvh.com

Business Situation

PVH was hampered by a scattered project management process that ranged across email, spreadsheets, disparate file shares, and more.

Solution

PVH uses Smartsheet to organize tracking, methodology, team communications, and project execution. From the proposal of an idea to final executive reports, information flows through Smartsheet templates and forms.

Benefits

- A **single source for critical information** to eliminate searching, duplication and miscommunication
- A **streamlined new-project approval and management process** with automated alerts and customizable project templates
- A **home for team onboarding and education** that provides best practices, historical data, and process guidance

PVH Innovates Fashion on a Global Scale with Smartsheet

Global fashion and lifestyle company PVH was hampered by a scattered project management process that ranged across email, spreadsheets, disparate file shares, and more. Smartsheet provided a shared, collaborative project management tool that could help it standardize processes, streamline communications, and shorten time to approval and execution.

Situation:

When Eurelle Hao joined PVH as senior project manager and project management office lead for PVH Supply, the apparel industry leader was hampered by a scattered project management process that combined disparate tools and often resulted in duplicate work and miscommunications. Streamlining the system was one of Hao's top priorities.

“Prior to Smartsheet, our project management was lacking a common collaborative work management tool,” Hao says. “Everything was done manually, with a lot of different tools, so that meant a lot of different touch points. People would go to three or four different places for information, and you were unsure if it was accurate or up to date.”

Solution:

Today, several PVH Supply teams drive their project management on Smartsheet: tracking, methodology, team communications, and project execution. From the proposal of an idea to final executive reports, everything flows through Smartsheet templates and forms that Hao's team has established.

“If you're working on a huge cross-functional team, you never want to have to search; you should know where everything's going to be housed and that you can all work in it at the same time,” Hao says. “Smartsheet allows us to have one version of the truth.”

Benefits:

With clear lines of communication and a central source for up-to-date information, Smartsheet enables Hao and her teams to work in a more agile manner. Ultimately, the value that Smartsheet brings to PVH is measured in the customer's experience. Smartsheet provides a platform for continually optimizing practices and raising standards of performance, with support for critical tasks that unite their business program.

Product development calendars:

PVH's journey began with calendars. When the Underwear Group needed a new product calendar tool, Smartsheet was proposed for a trial. Its successful implementation led to wider adoption and scale-out across The Underwear Group and eventually Calvin Klein Apparel North America.

Project Management Office (PMO) infrastructure and governance:

The PMO's Education Center encompasses a project execution workflow, customizable project templates, web-based forms for proposing new projects, an automated review and approval

process, and archiving and assessment of completed projects.

"In the past, teams might have had one meeting that lasted an hour to an hour and a half, every week or twice a week, for just one or two projects," Hao says. "With Smartsheet we've been able to do more because everything is done in one way. It's customized to the needs of the project, and you don't spend a lot of time doing manual work. It's been a lot more efficient."

Education and onboarding for team members:

Smartsheet gives PVH Supply teams a central place to find best practices, historic information, data, and process guidance, making it easy for new talent to get up to speed quickly.

Reporting to senior management through dashboards:

The interactive dashboards provide transparency for leadership, from the big picture to the smallest detail. If senior leadership is reviewing execution of functional strategies, or progress on new vendor models, they can click through dashboards for the information they need to be informed or make key decisions, without having multiple

meetings and spending time looking for answers.

"The usual challenge many projects experience is that leaders are not given the right visibility," Hao says. "Smartsheet allows project teams to be accountable for providing visibility for our leaders, so leaders will have the right knowledge and can make key decisions as needed."

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