

G-Cloud 15

Services

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Who is Prodactive?

Prodactive is an award-winning, certified Platinum Smartsheet-Aligned Partner helping organisations globally work smarter, faster, and with total clarity. We design high impact solutions used across industries, from consulting and pharma to construction and entertainment, with clients including Infosys, Pfizer, Mace, and Warner Bros.

Founded by Rich Coles in 2016, Prodactive blends military-grade execution with deep expertise in delivering complex change. Rich's leadership, analytical mindset, and obsession with continuous improvement drive everything we do.

We have the leading YouTube channel dedicated to Smartsheet with hundreds of thousands of views and over 8.5K subscribers. We show how to push Smartsheet to the limit and get more out of the platform.

With Prodactive's deep platform expertise with strong PPM capability, you don't just get a Smartsheet expert, you get a partner laser-focused on outcomes, efficiency, and making your teams unstoppable.

What is Smartsheet?

Smartsheet is a total gamechanger for organisations looking to accelerate performance and delivery. This no-code, AI-powered, cloud-based platform empowers teams to build the solutions they need – without relying on IT – to manage projects, streamline workflows, and connect work across departments. Whether you're managing a single project or driving enterprise-wide transformation, Smartsheet scales effortlessly to match your needs, helping eliminate wasted time, boost transparency, and enable real-time, informed decision-making.

The Smartsheet platform evolves rapidly, so we make it our business to understand its capabilities inside out during the evolution. This allows us to provide informed, practical guidance on which parts of the platform are best suited to an organisation's needs and how to get the most value from them.

We support and advise upon:

- Smartsheet plans and the licencing models
- Smartsheet Core Platform: Business Plan and Enterprise Plan licences
- Resource Management
- Premium Applications – these are available as standalone add-ons or included in the Advanced Work Management platform:
 - [Smartsheet Control Center](#) (SCC)
 - [Data Shuttle](#)
 - [Dynamic View](#)
 - [Calendar App](#)
 - [Pivot App](#)

- [Data Mesh](#)
- [Bridge by Smartsheet](#)
- [Smartsheet Connectors](#) (including Jira and Salesforce)
- [Brandfolder](#) (Digital Asset Management)

See Prodactive's pricing document for further information on the Smartsheet platform.

Smartsheet Professional Services

We support clients across every stage of their Smartsheet journey, from discovery and solution design through development, implementation, training, and continuous optimisation. Our proven delivery framework ensures clarity at every step, grounding each engagement in clear scope, measurable value, and collaborative iteration, aligned with our solution methodology documents.

Every Prodactive consultant brings deep, multi-industry experience across sectors such as technology, professional services, real estate, manufacturing, retail, financial services, and life sciences. This breadth enables us to quickly understand complex operating environments and translate real-world challenges into practical, scalable Smartsheet solutions.

A core strength of our team is Project Portfolio Management (PPM). Our consultants specialise in designing and implementing portfolio-level frameworks that give organisations clarity, control, and confidence. Whether establishing governance models, building enterprise-wide PMO processes, defining intake and prioritisation workflows, managing resources, or delivering executive-ready reporting, we combine best-practice methodology with the powerful capabilities of Smartsheet.

This blend of cross-industry insight and deep PPM expertise means we don't just build solutions; we help clients mature their delivery capability, improve decision making, and create transparency across programmes and portfolios. Every engagement is shaped by our commitment to aligning tools with strategy, simplifying complexity, and empowering teams to deliver work with measurable impact.

Why work with Productive?

- For customers buying Smartsheet products via Productive, they not only get exactly the same pricing and support as they do from Smartsheet, but also get Productive linked to their account ongoing, so they can count on us for additional ongoing ad hoc support and guidance to ensure they are getting the most out of their Smartsheet package.
- Productive works closely with the Smartsheet team and Smartsheet Customer Success to ensure that a client's needs are covered.
- If a client is using Productive's professional services, there is a single supplier for all Smartsheet related services.
- Clients benefit from a consistent point of contact at Productive who understands the history and context of their account, offering continuity that can be difficult to maintain if contracting directly through Smartsheet and their changes to account managers.
- Based on the account size, we allocate a number of free hours of our professional services as part of the renewal to encourage interaction. The exact number of hours is calculated on a case-by-case basis.
- We can also provide our professional services hours at a slightly discounted rate to clients who purchase their plans through us, again dependent on the account size.
- We aim to have regular touch-points with our key managed accounts with quarterly reviews.
- We provide a series of assets to our managed accounts, including onboarding client dashboards for new clients. In the case of larger accounts, we will work with their Smartsheet Customer Success manager to ensure no duplication of effort here.
- We are also in the process of developing additional resources that we will make available to clients either at discounted rates or free of charge, depending on the resource.
- Key accounts can rest assured we will respond to support requests in a timely manner and will support ad hoc questions as a matter of course within reason. Clearly for specific support requirements, we will agree a scope / statement of works and agree a professional services fee as appropriate.

Ultimately our goal is to ensure our clients succeed with Smartsheet and we will work alongside the Smartsheet team to achieve this.

Portfolio Project Management (PPM)

Transformation and change are the lifeblood of any company. But it is the execution of this change that is critical. And this is where so many organisations get it wrong. Outdated ways of working. Cumbersome software solutions that are not fit for purpose. Lack of investment in both technology and process, masked by people doing their best with what they are given.

Meet our world-class PPM solution which Prodactive has developed based on industry experience with leading PMOs at a global level. It includes a wide range of assets expected within a PPM solution, with additional advanced functionality and flexibility to adapt the deliverables required by each organisation e.g., dashboards, governance frameworks, intake systems, and portfolio-level reporting assets.

Our standard implementation allows for a small amount of customisation. If there are specific additional items not included, we will need to discuss to determine if these can be delivered within this package or require further development time.

- **PPM implementation non-Control Center (manual project creation)**
 - Requires Smartsheet Core Application and includes a wide range of assets expected within a PPM solution, with additional advanced functionality developed in-house.
- **PPM implementation with Control Center (automated project creation and global updates)**
 - Requires Smartsheet Control Center Single Blueprint (purchased separately) and includes one Blueprint configuration plus a wide range of assets expected within a PPM solution, with additional advanced functionality developed in-house.
- **PPM Implementation Timescale**
 - We typically deliver PPM implementations within a 4–6-week window subject to agreement, customer availability and agreed start date. We endeavour to start engagements as soon as possible after initial engagement, but this does depend on our resource planning, which we need to review once we have confirmation of scope and timings before committing.

Professional Smartsheet Services / 10-hour blocks

Offered in 10-hour blocks, this time is drawn down and used as required by the client for remote training, support and offline solution building for Smartsheet applications (including Resource Management). This works best for clients who want some initial support to help them upskill on particular aspects of Smartsheet and develop small-scale solutions, e.g., a sheet with a form, reports and a dashboard. This is not suitable for larger implementations with a defined scope (e.g., building an integrated PPM solution).

Bespoke Solutions

Productive's approach to bespoke Smartsheet solutions centres on understanding each client's unique requirements and designing tailored, outcome-focused systems that go far beyond out-of-the-box functionality. Drawing on deep Smartsheet expertise and cross-industry experience, the team assesses desired inputs, outputs, and workflows to determine the best combination of core Smartsheet features, advanced applications,

integrations, or custom APIs. This enables the creation of flexible, scalable solutions that solve real business challenges and enhance operational efficiency. Whether delivering lightweight builds or complex enterprise ecosystems, Prodactive blends creativity, technical capability, and client partnership to unlock the full potential of Smartsheet.

Monthly Retainers

As required, Prodactive can agree to a requested number of hours per calendar month, available on retainer, to be drawn down remotely to support ad hoc requests, minor developments, general coaching and guidance on Smartsheet in 30-minute increments. A dashboard is shared with the customer detailing the breakdown of the hours on account and SLAs are agreed.

Free Online Resources

Proactive is proud to provide free templates and tools to help get you get started on your Smartsheet journey as a beginner with our Simple PMO Template, or more advanced users with our PPM Maturity Assessment.

Free templates:

- Smartsheet Simple Solution Tutorial Project Solution
- Add Custom Symbols to your Dropdowns
- Create a Project S-Curve or Glidepath
- Simple Project Solution
- Automate P&L Financial Reporting from Excel to Smartsheet
- Project Learnings
- Service Desk & Ticketing Solution
- Project Learnings
- Booking Slot Solution

Other templates:

- Employee 360 Feedback Survey Solution for HR Teams
- Project Health Check
- Multi-Project Reminders
- Change Management Review

Evolving Catalogue of Products

Proactive continually expands and refines its catalogue of Smartsheet-aligned products, introducing new solutions, enhancements, and service offerings to meet evolving client needs. Our portfolio is regularly updated with fresh tools and innovative enterprise solutions.

Training

Prodactive offers a broad range of Smartsheet-focused training options designed to upskill teams at all levels.