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Documoto, Inc

Documoto Makes Strides With Smartsheet to Manage Training and Customer Engagement

Smartsheet recognizes Documoto's self-service training portal, Documoto Academy, as an innovative approach to utilizing their software

DENVER, January 7, 2020 (Newswire.com) - Today, [Documoto](#) announces it was featured in a case study from [Smartsheet](#), the platform for enterprise achievement, recognizing it's self-service training portal, Documoto Academy, as a new and innovative approach to utilizing their software as a service platform that other [Smartsheet users can benefit from](#).

Documoto's training portal, Documoto Academy, encompasses training resources that are housed within Smartsheet dashboards, such as videos, screenshots, process diagrams, and step-by-step instructions. As a result, customers can work through modules at their own pace without being tied to a trainer's schedule. Adopted in early 2019, the training program has transformed Documoto's onboarding processes by reducing the amount of time it takes for a customer to learn and operate their instance.

"Before implementing Smartsheet as a training tool, onboarding our customers into Documoto's platform was a high-touch process. One of the longest portions of that process is training," says **Andi Kirtland, Customer Success Manager Team Lead**. "To onboard a new customer, we would spend anywhere from eight to sixteen hours training customers using a live demo of our application. This practice would take a considerable amount of time to deliver training materials as well as using valuable resources."

In addition to the Documoto Academy, Documoto's Professional Services team also uses Smartsheet to track and manage customer communication and engagement, consolidating customer information. Before adopting Smartsheet, Bemis and her colleagues relied on SharePoint to share important information with customers and among internal teams. SharePoint was difficult for customers to use and cumbersome for project managers to maintain.

"Smartsheet significantly decreases the time it takes to communicate updates to our customers and helps us manage the information they're providing to us," says **Christa Bemis, Director of the Professional Services** team at Documoto. "Now, we're able to report on customer engagement using metrics that enable us to make informed decisions."

Not only does Documoto Academy help customers realize value from their solution more quickly, but it has also given Documoto the ability to grow. Customer success managers who could only support ten accounts previously are now successfully supporting as many as 20 accounts, and Bemis expects that number to continue to rise. Documoto can grow its customer base without having to hire more staff. Best of all, the Smartsheet-based training program didn't require a hefty investment.

ABOUT DOCUMOTO

Documoto is an interactive publishing solution that simplifies the selling, managing, and supporting of machine and equipment parts. For more information, visit the company's website at <http://www.documoto.com> or follow us on Twitter at [@Documoto](#) or [LinkedIn](#).

ABOUT SMARTSHEET

Smartsheet (NYSE: SMAR) is the platform for enterprise achievement. By aligning people and technology so organizations can move faster and drive innovation, Smartsheet enables its 83,000 customers and millions of users to achieve more. Visit www.smartsheet.com to learn more.

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