



RxCelerate enhances visibility over projects and resources, saving time and improving processes

Dedicated to delivering scientific excellence to its clients, RxCelerate needed to streamline its processes to sustain growth. It partnered with Productive to build a customised project and resource management solution in Smartsheet, gaining visibility and time-savings.

“Thanks to Productive and Smartsheet, projects have never been more organised. Our scientists can look at time plans and spot dependencies across departments, enabling them to plan and allocate resources more efficiently.”



Gundeep Singh,
Head of Project Management
at RxCelerate



Customer:
RxCelerate

Industry:
Healthcare

Organization Size:
Emerging and SMB
(1-199 employees)

Website:
<https://www.rxcelerate.com/>

Region:
EMEA

RxCelerate is a leading outsourced drug discovery and development company based in Cambridge, UK. It offers a suite of state-of-the-art scientific services to its clients, from antibody and small molecule discovery to preclinical capabilities and project management. “We stand out from conventional contract research organisations as we provide bespoke scientific solutions to our clients across the biotech sector,” says Inês Barbosa, Head of Portfolio Management at RxCelerate.

When the company started to scale rapidly, it was imperative to standardise its processes to sustain future expansion. “To effectively manage our increasing growth, we aligned this with an opportunity to improve the project management infrastructure,” says Barbosa. “We aimed to centralise information and streamline workflows to efficiently handle key areas like requests, quotations, and resource allocation. By adopting such a standardised approach, we sought to achieve greater visibility across the organisation.”

A tailored solution

To centralise and create a more efficient way of working, RxCelerate started looking for a project management solution. After careful evaluation, the company shortlisted three platforms and evaluated each one for three months. “100 percent of the team that participated in the trial period preferred Smartsheet,” Barbosa recalls. “It was user-friendly and easy to navigate. The support and educational tools were also impressive. The cherry on top was having the Prodactive team of experts in Smartsheet and project portfolio management who could customise their software platform to our needs.”

So, RxCelerate asked Prodactive to help with not only building and customising the solution, but also assist in standardising their internal processes. “Ideally, in a process like this, companies already know exactly what they want. Instead, we collaborated to build our processes together with Prodactive, which was not a simple task,” shares Barbosa. “We created together a comprehensive solution that worked for us.”

“Starting slow to go fast”

To carefully navigate the implementation challenges, the team took its time. “It took patience from the Prodactive team as we navigated the process,” adds Barbosa. “Thankfully, the Prodactive team was very helpful. They had a positive, solution-focused, can-do attitude, just like our in-house team, which is why we worked well together. When the platform wouldn’t allow specific process changes, Prodactive would help us find a workaround.”



Use cases

- Business PMO
- Services Delivery



Capabilities

- Project Visibility
- Resource Management
- Task Management
- Automation
- Control Center

The Productive team also welcomed this iterative approach, understanding the value of building a solid foundation for our business. “We can go as fast as the customer wants, but RxCelebrate wanted to invest time upfront so that they could expand more quickly down the line. In other words, they needed to go slow to go fast,” explains Rich Coles, Managing Director at Productive. “If we had rushed into it, this would not have worked for this fast-paced innovative business. So, we listened to their needs, adjusted and guided the company through their journey, so it’s built for the future. We spent more time getting to know them and have become good friends! Our working relationship is not transactional. It’s about helping our clients succeed and making them feel happy and heard.”

Simplifying project management

Building on and tweaking Productive’s project portfolio management template set, RxCelebrate was soon ready to launch a new solution for its work intake and quotation process. It all starts with an intake form where staff enter details about the project requested by their client. Subsequently, this is submitted to the relevant department head for approval. If they reject it, they log their justification. If they accept the project, they assign the task of writing the quote to a team member, and a notification is sent.

The details, progress, and tracking of the quote are visible to the entire team. After the quote is signed by both parties, the finance department receives a notification with all the necessary information, prompting to invoice the client. The executives and the department heads can track the status of each project at a glance. “We’ve received great support from the senior management team. They see this as a significant business decision,” adds Barbosa. Finally, RxCelebrate also started leveraging Control Center to aggregate portfolio-level visibility.

Optimising resource management

Next, RxCelebrate implemented Smartsheet’s resource management platform to help the team allocate resources effectively. This also meant logging employee timesheets in Smartsheet instead of the company’s legacy software. “Smartsheet will enable us to optimise internal processes and plan capacity for future projects,” shares Gundeep Singh, Head of Project Management at RxCelebrate. “For any new project, we’ll know the availability of our resources and assign tasks accordingly. This way, we ensure we don’t over or underutilise our staff.”

Following the migration, RxCelebrate has more visibility over its projects, letting its team operate more efficiently. Automated notifications and tracked tasks ensure that nothing falls through the cracks. “Projects have never been more organised,” notes Singh. “Our scientists can look at time plans and spot dependencies across departments, enabling them to plan and allocate resources more efficiently.”

“Implementation is a long road, but we’ve never felt alone. Productive and Smartsheet have always been there to support us. Even now as we are independent in building out the infrastructure ourselves, it is reassuring to know we have their knowledge and expertise to hand.”



Inês Barbosa,
Head of
Portfolio Management
at RxCelebrate.

More visibility, more improvements

For Barbosa, accurate, centralised data is crucial for making better business-level decisions and improving internal processes. “Preparing reports for our management used to be time-consuming. Now, with departmental and executive dashboards, we can easily identify things that need improving,” she explains. “For example, previously, when a departmental head rejected a project, their justification wasn’t captured, and the information was lost. Now, we can use this information for future business decisions. For example, if a project was rejected due to a lack of a certain skill, we can potentially improve in this area.”

RxCelerate has also noticed significant time savings. “I save at least 20 percent of my time with timesheet completion, and we expect these time-savings to go up in the future,” says Singh. “Many of our teams also take advantage of Smartsheet in other ways to save time. For example, we log logistics, health and safety, and inventory management data in Smartsheet because it allows collaboration and information filtering across the business. Our teams themselves are happy that their lives are now easier!”

From novice to ambassador

Over time, RxCelerate’s team members have become experts in Smartsheet. “Many companies fear that sharing their knowledge with clients will prevent them from returning. Instead, Productive didn’t just build the solution for us. They also shared their knowledge, enabling us to gain independence quickly,” says Barbosa. “I’ve acquired a lot of skills. I can train my colleagues, and many of them are already building their own solutions in Smartsheet.” Coles is especially proud of the progress RxCelerate has made. “Inês and Gundeep went from learning from a user group to presenting at both a user group and during a webinar and even bringing their team to the Smartsheet Engage conference. RxCelerate’s learning journey has been impressive, and they have become great ambassadors for Smartsheet.”

Moving forward, RxCelerate continues to widen Smartsheet adoption across the company and find new ways to automate or streamline processes. “Implementation is a long road, but we’ve never felt alone. Productive and Smartsheet were always there to support us. Even now that we’ve become independent in building things ourselves, it is reassuring to have them as our safety net,” adds Barbosa. Reflecting on the journey, Singh offers a parting piece of advice to other companies: “If your budget allows, engage the Productive team. They’re creative, and they bring a wealth of experience crossing many industries. They’re a true game-changer.”

