

LaCAR aligns teams in sync and boosts project delivery with Digital Flows and Smartsheet

As LaCAR scaled its diagnostics business, fragmented project tracking led to lost visibility across project and task dependencies. With Digital Flows and Smartsheet, the company standardised execution, regained portfolio visibility, boosting cross-team communication.

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Louise Debry,
Project Management Officer
at LaCAR.



Customer:

LaCAR

Industry:

Healthcare & Life Sciences

Organization Size:

Emerging and SMB
(1-199 employees)

Website:

lacar-mdx.com

Region:

EMEA

Founded in 2013 in Belgium, LaCAR is a medical diagnostics company developing integrated solutions for laboratories worldwide. With a team of around 60 people, the company designs diagnostic systems that bring together test kits, software, and automated instruments, supporting accurate screening and dependable, day-to-day laboratory operations at scale.

Siloed departments, delayed execution

Originally, LaCAR tracked projects manually across spreadsheets, emails, messaging tools, and slide decks, leaving teams without a unified view of timelines, risks, or dependencies. “We had no clear overview of our projects,” says Louise Debry, Project Management Officer at LaCAR. “As the organisation scaled, we lacked consolidated, reliable information to support decision-making, prioritisation, and meeting deadlines.”

Teams often weren’t aligned during execution. “Sometimes products launched late, and the marketing team wasn’t aware a product was coming,” says Louise Debry. “As a result, we communicated with customers too late.” As priorities shifted in response to market demand, changes didn’t always reach operational staff in time—making it harder to adjust plans, reassign work, and deliver consistently.

An experienced, diligent partner

To address these challenges, LaCAR turned to Digital Flows, a consultancy with deep industry experience. “We’ve spent more than a decade working in life sciences, and we’ve seen the same problems again and again—fragmented workflows, inconsistent execution, and limited visibility,” says Davide Musmeci, Co-Founder at Digital Flows. “These are exactly the kinds of challenges Smartsheet is designed to solve. Our role is to help teams standardise how work gets done, remove low-value effort, and focus their time on work that truly matters.”

Digital Flows began by understanding LaCAR’s operational workflows and challenges. From there, based on their previous experience the team recommended Smartsheet’s Intelligent Work Management platform as the right foundation. Working closely with the operational team, Digital Flows helped LaCAR establish a structured project management office (PMO) workflow and built a set of templates, sheets, and reports. These translated LaCAR’s existing processes into Smartsheet, standardising task durations, dependencies, and responsibilities.

A three-project pilot followed to validate the approach. “We tested whether what we built was reliable, useful, and easy for the team to adopt,” says Louise Debry. “We refined the setup continuously—adding metrics, adjusting structures, and improving usability.” In parallel, Digital Flows ensured Louise Debry was fully equipped to manage and scale the solution independently.

A structured, transparent flow

Today, projects in Smartsheet follow a clearly defined structure, moving through distinct phases—feasibility, planning, development, verification, validation, and clinical stages, regulatory submission, and finally product launch. Each phase has a dedicated owner, with tasks clearly assigned,



Use case

- Project & Portfolio Management
- Operations Management



Capabilities

- Automation
- Collaboration
- Dashboards and Reporting

giving individuals a clear view of their responsibilities across multiple projects.

Information is organised across two Smartsheet workspaces: one dedicated to individual projects with detailed, operational data, and another at the portfolio level that brings all projects together in a single view. Additional sheets track project health and risk, with formulas to identify critical tasks. LaCAR has also integrated Smartsheet with Microsoft Teams, automatically sending notifications when new tasks are created.

Digital Flows and LaCAR also introduced a project scoring system to support both the active pipeline and future initiatives. “Each project is scored based on defined criteria,” says Louise Debry. “That score is reviewed every three months, helping project leaders and managers focus on the work that matters most at any given time.”

Complete visibility into projects and resources

With this new setup, LaCAR has clear visibility across projects, allowing teams to operate in sync. “When team members update task progress, start dates, end dates, and durations in Smartsheet, timelines adjust automatically. If development slips, the validation team can immediately see how that affects the launch date,” Louise Debry explains.

LaCAR also now has clearer visibility into workload and capacity, enabling more informed resource planning and execution. “Before Smartsheet, we couldn’t assess precisely the impact of reallocating resources—for example, moving someone to a project for two weeks without knowing how that would affect other work,” says Louise Debry. “Now, we can see where reallocating resources could save time and reduce delays, and better understand how many new projects we can realistically add to the pipeline.”

Accelerating strategic initiatives

With real-time project and portfolio data and improved collaboration, LaCAR employees gain the velocity needed to move work forward faster. “Smartsheet is intuitive and highly automated, which makes day-to-day work much easier,” says Louise Debry. “We now use Smartsheet for all our R&D and Validation meetings, and because we no longer have to pull information together from multiple sources, we’ve reduced meeting time by around half.” This freed teams to spend more time on higher added-value tasks rather than searching for information. Teams also no longer need to build their own spreadsheets to track projects, saving additional time, allowing them to work on what truly matters.

Louise Debry credits this progress to the partnership with Digital Flows. “The team deeply understands both Smartsheet and our industry, which meant they could quickly grasp our needs and respond to very specific questions,” she says. “The collaboration felt natural and effective from the start.”



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Evolving with clarity and control

Moving forward, LaCAR plans to evaluate Resource Management to gain a clearer view of how time and capacity are allocated across projects. This will support better decision-making when priorities shift and help the team set more realistic timelines based on historical data. LaCAR also plans to formalise how project updates are managed in Smartsheet, ensuring changes remain consistent and easy to follow as the organisation grows. “LaCAR is genuinely open to evolving and adopting new ways of working, which makes this collaboration particularly valuable to us,” says Arnaud Giusti, Co-Founder at Digital Flows. “Project management is just the beginning. We’ll continue supporting them across other areas such as logistics, raw materials, quality assurance, and equipment management.”

