

## Behind the breakthrough

# How Prime Consulting Group turned reliable PCs into a competitive advantage



### Key takeaways

- Prime Consulting Group upgraded its consultants from aging, unreliable laptops to PCs powered by Snapdragon X Series processors, which deliver consistent performance, long battery life, and dependable uptime for travel-heavy client work.
- With a lean IT team and growing consulting staff, Prime Consulting Group completed a seamless rollout that reduced device issues and minimized ongoing IT support demands.
- The company’s consultants are exploring on-device AI capabilities to streamline Smartsheet development, automation, and workflows.

### Key benefits

- **~16 hours of continuous battery life** during full work days; lasting entire weekends and into the following week without a charge on intermittent use.
- **99.9% platform uptime** over the past six months.
- **Zero critical system crashes** reported since implementation.

#### Customer overview

Prime Consulting Group is a leading Smartsheet implementation partner supporting hundreds of customers across industries.

#### Industry

IT consulting

#### Region

North America

#### Platforms

Snapdragon® X Series



#### Key apps



#### Devices

Lenovo ThinkPad T14s



## From productivity drag to performance advantage

Prime Consulting Group was growing fast. As a trusted Smartsheet Platinum Partner helping organizations improve collaboration and scale project management, the company supported hundreds of customers across industries.

Behind all that success, its PCs kept everything running. But **cracks were starting to show** in its aging laptop fleet.

The company’s consultants were being impacted by declining battery life, performance slowdowns, and sometimes even internal hardware failures.

During client demos, background programs like **Slack and email could trigger crashes**, forcing consultants to close all other applications just to get through a demo.

For a team constantly on the move and deeply embedded in client environments, unreliable devices weren’t just inconvenient; **they were jeopardizing delivery timelines**. And with new consultants joining and project demands increasing, Prime Consulting Group’s IT leadership knew they needed a refresh—and fast.

“Our consultants depend on performance, battery life, and reliability wherever their projects take them.

— JAMES GREEN  
Managing Director, Prime Consulting Group

## Reliability that reduces IT lift

To maximize both performance and battery, Prime Consulting Group upgraded its consultants to Lenovo ThinkPad T14s laptops powered by Snapdragon X Series.

**The impact was immediate.** Consultants gained devices that stayed responsive throughout the workday, delivered **consistent performance** across demanding Smartsheet workflows, and lasted through work-heavy **travel days—and entire weekends—without charging breaks.**

Just as importantly, their IT team saw fewer disruptions, fewer support needs, and greater confidence that devices would perform reliably. In fact, over the past six months, the platform has delivered **99.9% uptime**, with zero critical system crashes reported since implementation. For a business with limited IT resources, that reliability meant **less troubleshooting and more time focused on supporting business needs.**

“PCs powered by Snapdragon have already made a noticeable difference in processing speed and endurance.

— JAMES GREEN  
Managing Director, Prime Consulting Group

## A smooth rollout, by design

Prime Consulting Group procured and deployed devices powered by Snapdragon through Connection, with support from Lenovo. **A seamless rollout further delivered on the promise of reliability.**

Today, more than half of Prime Consulting Group’s team has transitioned to PCs powered by Snapdragon, with the remainder expected to follow later in 2026.

This has helped support:

- AI-accelerated Smartsheet workflows
- Smooth multitasking during client demos and presentations
- API-level automation with Bridge by Smartsheet
- Remote and on-site collaboration
- Early exploration of on-device AI capabilities

“These PCs have helped our team stay productive while traveling and supporting complex Smartsheet solutions for our clients.

— JAMES GREEN  
Managing Director, Prime Consulting Group

## Built for whatever comes next

**With on-device AI capabilities, PCs powered by Snapdragon are helping Prime Consulting Group lay the foundation for future-ready work.**

The team is already exploring how local AI processing can enhance Smartsheet development, automation, and consulting workflows without cloud complexity. Additionally, Smartsheet’s built-in

AI features leverage the powerful NPU in PCs powered by Snapdragon for faster, more reliable performance.

For Prime Consulting Group, the right hardware choice hasn’t just solved a problem—it’s turned technology into a competitive advantage and equipped them for whatever comes next.

How do you deliver performance that exceeds your business needs? Snapdragon. That’s how.

[Learn more](#)