



# Accelerating Mobile Deployments for Firstline Workers & Operations

Today's businesses recognize that they can't equip their employees with dated devices and applications while expecting success. However, deploying new devices and software for your field and operations teams is tedious and expensive. You're forced to take workers out of the field to train them, resulting in downtime.

This resource will explore the scenarios that can trigger deployment at your company and how to accelerate your deployments and make them as effective as possible.

## COMPELLING EVENT #1

### **New business-critical application rollout**

Developing and sharing a new application with your firstline workers that will enable them to be more effective and productive should be a positive experience. Unfortunately, rolling out a new (business-critical) application doesn't always go as well as it should and is further complicated when there are hundreds, or even thousands, of workers who need the new application.

Today, many workers can no longer do their jobs without access to the necessary applications. This is made even more difficult when your firstline workers need to train on new devices in addition to learning new applications.

## COMPELLING EVENT #2

### **Migration and updates of legacy applications**

You may already have quite a few legacy devices out in the field, paired with an application that runs off of them. If these have been in the field for years, there likely is an upgrade or change necessary for workers to continue using the tools effectively. For instance, perhaps your devices have historically run on a Windows operating system but now must migrate to Android OS.

In an ideal world, you'd upgrade the devices themselves, but that isn't always feasible. But even when there is some degree of change in the application, like the operating system, users now need to relearn how to use both the devices and the application.



## Regulatory pressures and compliance

There are increasing regulatory pressures across many industries today, notably transportation and logistics. The Department of Transportation (DOT) has mandated that companies implement an electronic logging device (ELD), which runs on a mobile computer in the cab of the truck. Drivers have to log their activity via the application which is telematically tied to the vehicle. Organizations face hefty fines if found not in compliance.

### EXAMPLE

In transportation and logistics, the Electronic Logging Device (ELD) mandate is taking effect in December 2019. Companies not in compliance with ELD are faced with potential fines.

As another example, both electric and gas utility companies are under increasing regulatory pressure after recent incidents such as wildfires in California and several natural gas explosions around the country. These pressures have raised the need for better inspection processes, asset tracking and documentation, and safety best practices.

As with shipping logistics, one way to increase compliance is through digital documentation. In order to ensure appropriate and consistent usage of mobile applications that have a high regulatory or compliance impact, workers need to be effectively trained on their digital solutions and devices.



## How do we accelerate digital adoption by minimizing disruption?

You should be thinking about Skyllful, a digital adoption platform that provides device and app training on-device and on-demand. This is a much faster and more effective form of training than more traditional methods.

By being more effective, you're lowering your business disruption. You're taking people out of the field less for training. When they're in the field and forget how to do something, they can quickly relearn how to do it. This enables accelerated training, less downtime, and lower expenses for your organization.

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