

StreetSmart

A division of ClickSoftware



Preparation | Expectations | Implementation

Preparing for Your StreetSmart Rollout



Prepare for the Launch

- **Identify Metrics and Measurements for the Rollout**

Outline what you intend the rollout to measure and make sure to identify your current metrics. For example, your average weekly mileage, or the average time to process payroll.

- **Select the Right Device**

Use a device that works best for your use cases. For example, if you plan to use complex job forms a simple flip phone will not be the best choice. Collaborate with your carrier rep, and mobile workforce app subject matter expert, to determine the best device for your business requirements.

- **Choose Your Rollout Team**

The best teams are a blend of motivated mobile workers, dispatchers, and managers that are willing to adapt their current processes to the new solution. The team must understand they will be using new procedures and agree to provide timely feedback on how to best configure and use the solution. Make sure they have some technical aptitude and will fairly weigh-in on how the new solution is working for the company.

- **Select Your Testing Criteria**

Identify the functionality you want to test and outline how you will test it. In the early stages, the rollout should be used to test the most common uses for the mobile app, not atypical or highly complex processes.

- **Consider the Day-in-the-Life of Your Mobile Worker**

Don't ask workers to fill out forms while driving, or while precariously balanced on a rooftop. Moreover, expect that you will likely make modifications during the rollout. For example, you may get feedback from the field that your form takes too many clicks. Factor into your timeline the ability to adjust your testing as you learn from the rollout.



Set Expectations

- **Align Your Staff to The Goals of The Rollout**

Make sure your team understands the purpose of the mobile and administrative apps, and how the new solution will benefit the organization (i.e. reduced administrative time). Also, consider how employees will benefit in their day-to-day jobs. Examples of benefits: worker safety, better job site information, reduced paperwork, faster expense reimbursements, and less time traveling to the office.

- **Review Your Employee Management Policy**

It is important to set the right expectations with your employees when you roll out the new program. Make sure your device policy is up-to-date and that you have an approved employee corrective action plan in place, in the case of program non-compliance.

- **Set-Up Devices**

Set-up the devices and make sure they are working. Configure the locations settings to “on” and “locked” for iOS and flip phones.

- **Reward Efforts**

Your team is putting in extra effort helping with the rollout. Give them extra incentives like coffee gift cards, a free lunch or time off to acknowledge their help.



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- **Program Rollout**

Have a kick-off meeting with your team and outline what you are implementing, the timeline and expectations of the team.

- **Train the Team**

The employees should understand how the device will work with the mobile app. Explain how to turn off tracking, during non-work hours, and disclose your company’s policy for location tracking, as it is often a concern for mobile employees. Remind them of the benefits for both the company and themselves. Plan on plenty of time for the team to get familiar with the mobile app or administrative software.

- **Test, Feedback, Adapt**

Have regular check-in meetings with your team to get feedback. Ask questions like *Are the job forms user-friendly in the field? Are you getting the right job information to process payroll?*

- **Measure**

Measure the results of your rollout based on the metrics you had identified before you launched the tool mobile workforce management tool.