

7 Secrets for Successful Implementations (and the 7 mistakes that created these secrets)

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Who am I?

- ✓ Ella Carlson, Regional Sales Specialist from Iowa
- ✓ Been working for Ecolane since 2011
- ✓ Behind the scenes experience
- ✓ Part of multiple implementations

All About Implementations



They're not easy.

#1 – Not Communicating With Customers



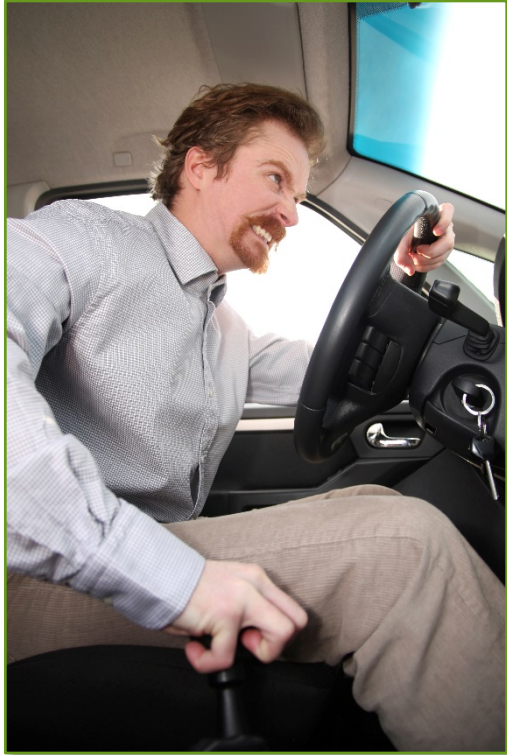
- ✓ Share operational changes
- ✓ Communicate your goals
- ✓ **Work with your software provider!**

#2 – Not Communicating With Partners

- ✓ Senior centers and related facilities
- ✓ Reservation process modifications
- ✓ Communicate changes to staff and driver



#3 – Not Communicating With Drivers



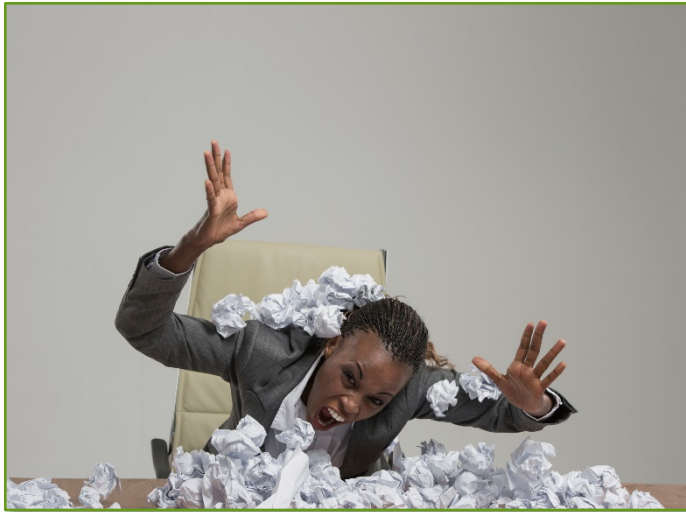
- ✓ Understand rider's reaction to new processes
- ✓ Plan for exceptions during implementations
- ✓ Identify leaders among the drivers

#4 – Not Reviewing Your Data

- ✓ Clean-up data
- ✓ Update rider information
- ✓ Do it BEFORE implementations!



#5 – Assuming Management Needs No Training



- ✓ Manager understanding is essential
- ✓ Responsible for contact with vendors, partners, community, etc.
- ✓ Managers set expectations

#6 – No Game Plan for Go-Live

- ✓ Staffing coverage
- ✓ Procedure lists for service situations
- ✓ Reporting process for unexpected issues



#7 – Forgetting to Cheer!

- ✓ Change management requires effort
- ✓ Efficient software can build morale
- ✓ **Celebrate the effort**



About Ecolane

Ecolane is the most flexible and reliable choice for implementing easy-to-deploy scheduling and dispatch solutions. Our platform restores community engagement to people who might not otherwise have access and mobility.



THANK YOU.

A free whitepaper on this topic is available
at:

www.ecolane.com/7mistakes

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