anexinet

KICKSTART

Enterprise Mobile Field Services Modernization Strategy__

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Your empowered Field Services team starts here.

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The Field Services workforce is likely your closest end-customer touchpoint—so why hold them back with outdated tools when the new generation of mobile tech lets them effortlessly reach new levels of productivity?

Today's responsive, metric-focused interfaces feature contextual intelligence to facilitate open communication, promote cross/up-sell opportunities, and streamline customer interactions. The challenge is to convert interest into action; cut through the complexity, and draft-up a plan to implement your ideal technologies in the field.

Our Kickstart takes a deep dive into your existing field service processes and daily tools and identifies those that could be streamlined by a mobile solution. We also assess your IT team's readiness to support a mobile solution, and identify and prioritize tactical initiatives to resolve any gaps.

In short, our Mobile Field Services Modernization Strategy Kickstart is your launchpad to a more effective Field Service team. In just five short weeks.

Our Approach:

Propelics' proven methodology helps you build an actionable roadmap to identify, develop and implement great ideas, ensuring the successful delivery of mobile workforce solutions, in-line with business drivers.
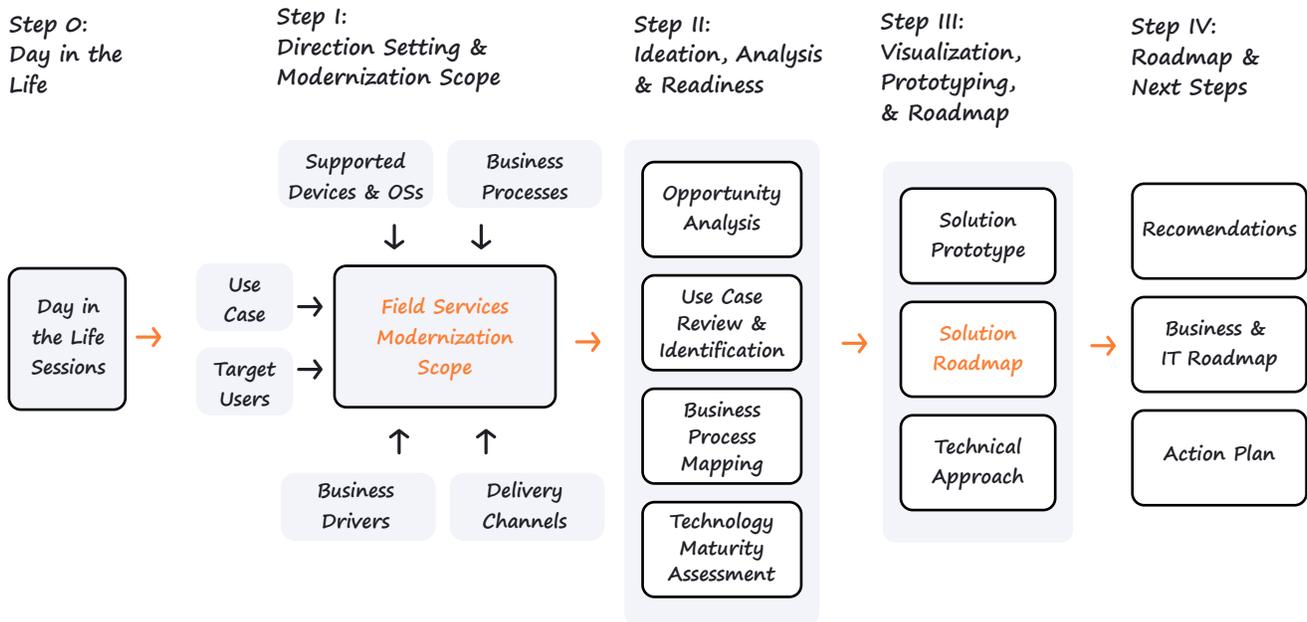
Day-in-the-Life (Client Shadowing)

Our day-in-the-life process lets us achieve true clarity on your existing field services daily processes, workflows, technologies, and engagement methods.

Through collaborative visualization, storytelling, and role-playing, we revisit our learnings, and discuss current and new mobile use cases to identify where a mobile solution would deliver high value to the remote workforce.

Direction Setting & Modernization Scope

First, we develop a deeper understanding of your business drivers, mobile vision, and target users. Conducting an Opportunity Analysis of your current field services landscape allows us to determine how to best leverage existing investments.

Lastly, we study market trends, competitor offerings, and disruptive change targets to identify additional opportunities for innovation.

Ideation, Analysis & Process Mapping

Our proven Ideation Framework prioritizes mobile use cases by organizational readiness, business value, and ease of implementation, identifying those that deliver the greatest impact.

Working with key stakeholders, we then map existing field service processes and workflows to identify those best streamlined by a mobile solution. Lastly, we perform a Maturity Assessment to gauge your IT Team's ability to support a mobile solution initiative.

Visualization & Prototype

Here, we bring to life the highest-ranked mobile solutions and begin exploring their UI/UX through interaction diagrams and screen flows. As scenarios emerge and use-case functionality becomes clear, we assemble wireframes and mockups into a functional prototype that can be instantly deployed on any number of mobile devices.

In addition, we define the technical architecture of the mobile solution. This includes current and future state data sources, backend process integration, data design, and application architecture, along with development platforms, network infrastructure, security, and management.

Roadmap & Next Steps

We revisit our Maturity Assessment and formulate future-state recommendations to generate a Field Services Modernization Strategy Roadmap. This Roadmap defines and prioritizes actionable steps and tactics, based on criticality, complexity and effort—weighing business value against organizational readiness.

Lastly, we develop a Mobile Solution Budget & Implementation Plan that outlines the cost, resources and timeline for delivering the recommended short-term initiatives, and for developing and delivering the prototyped mobile solution.

What you'll get:

Upon completion of this Kickstart you'll take away the following artifacts:

Business Priority & Maturity

Field Services Modernization Scope Document

Mobile Solution Portfolio

Opportunity Analysis

Business Process Mapping

Mobile Maturity Assessment & Scorecard

Prototyping

Mobile Solution Interaction Diagram

Mobile Solution Wireframes

Mobile Solution Design Comps

Mobile Solution Prototype

Planning

Mobile Solution Architecture

Modernization Readiness Roadmap

Executive Readout

Recommendations Document

Mobile Solution Budget & Implementation Plan

Timeline & Next Steps

Arm your Field Services team with tools to grow the business and simplify daily tasks.

Reach out to Propelics today to schedule your Enterprise Mobile Field Services Modernization Strategy Kickstart.

Modernize Your Organization