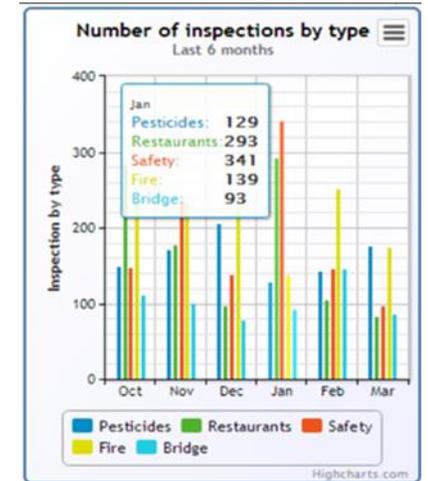


# Training Tips for Mobility Success

## An Overview & Examples

[www.mi-corporation.com](http://www.mi-corporation.com)

Greg Clary, PhD  
CEO, Mi-Corporation



Poll 1

# Mi-Corporation Corporate Overview

- 15 years of Enterprise Mobility Software Experience
  - *Founded 1999*
- Enterprise Mobile Data Solutions to optimize mission-critical processes
  - *Mobile forms, mobile apps & dashboarding/reporting products*
  - *Any data, Any Device, Anywhere!*
  - *Flexible, scalable, secure & mature (v10)*
- Partnered with industry leaders
  - *Intel, Microsoft Gold ISV, Panasonic, Motion Computing, Samsung, Anoto & more*
- Intellectual leadership
  - *10 issued US Patents, 3 more pending*



# What is a Mission Critical Process?



[www.interrait.com](http://www.interrait.com)

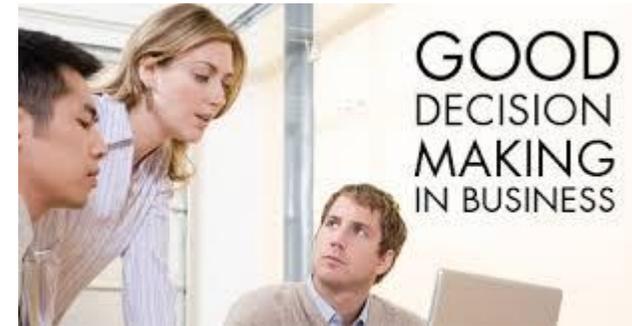
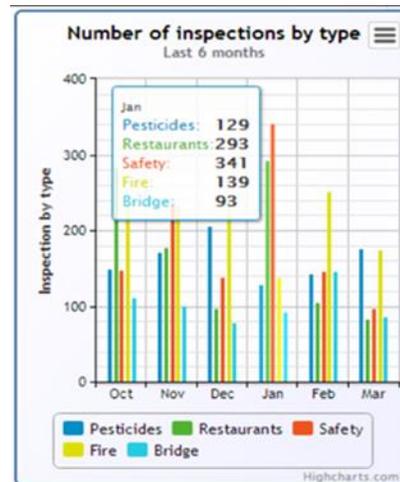


# Business Case: KPIs, Dashboards & Analytics

What?

So  
what?

Now  
what?



<http://www.actioncoach.com/Good-Decision-Making-in-Business?pressid=1282>

# Business Process Transformation

**100X**  
AVERAGE DATA IS 100X MORE  
ACCURATE THAN BEFORE



**80%**  
REDUCTION

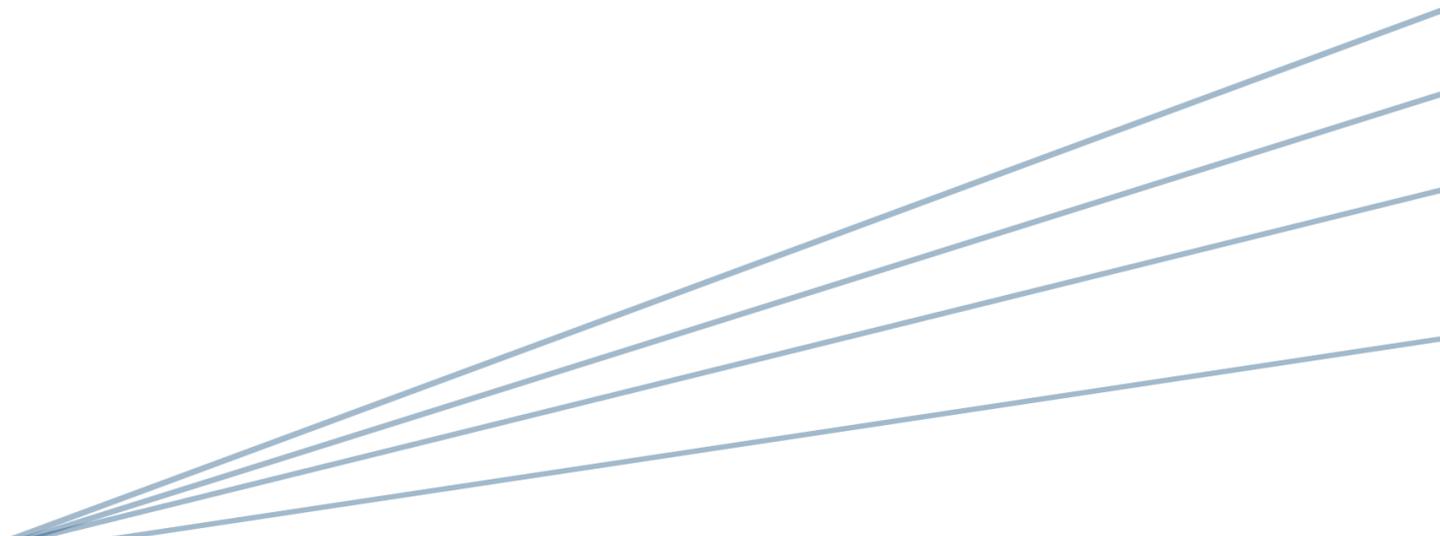
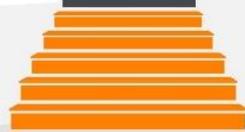
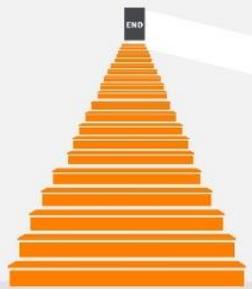


**MI-CO'S CUSTOMERS HAVE SEEN AN 80% REDUCTION  
IN PROCESS TIMES AFTER CONVERSION**

(AND SAVINGS OF \$8000/MONTH WITH MI-CO PRODUCTS)

AVERAGE  
PROCESS  
CUT FROM  
**20 STEPS**  
DOWN TO  
**5 STEPS**

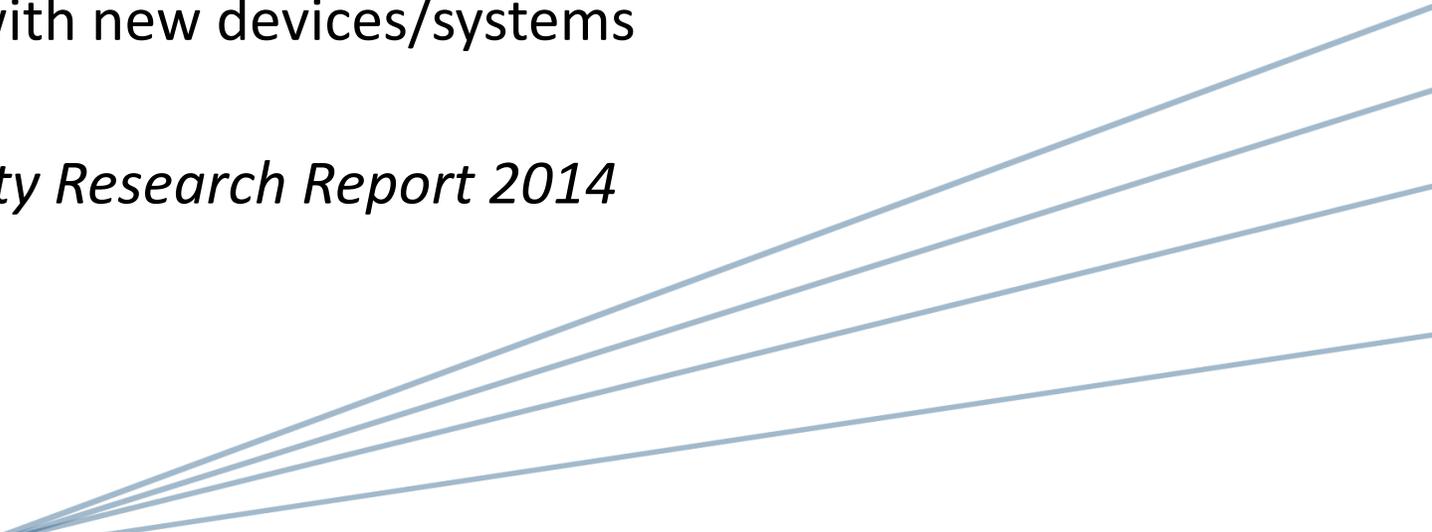
**END**



# Making the Business Case for Mobility

- Strategic, organization & operational challenges have made it difficult for companies to take full advantage of mobility's promise
  - Only 10% have experienced a ROI of 100% or more
  - 85% don't have metrics to measure success
  - 7 in 10 struggle to keep up with new devices/systems

- *Accenture, Mobility Research Report 2014*

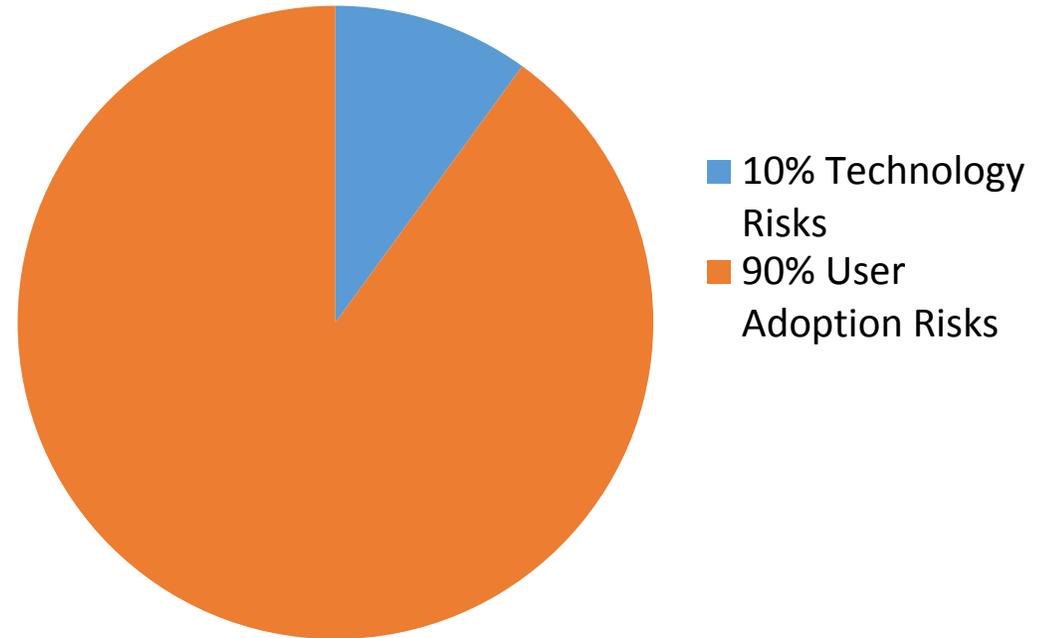
Four light blue lines originate from the bottom center and extend diagonally upwards towards the right side of the slide, creating a sense of movement and modernity.

# Maximizing User Adoption

- Manage the Risks: “User Adoption is Everything” for Mobile Solutions

- Enthusiastic Users

- Right solution
    - Right stakeholder involvement
    - Right training programs
    - Right incentives
    - Right learning measurement
    - Repeat...



- Measure project ROI, report, celebrate!

# Training Tip 1: Picking the right Partner

- Mobile projects are risky, complex
  - Starts simple
  - Users request increasing complexity, future-proof your choice
  - Integration with enterprise systems
  - Online/Offline sync issues
  - User adoption challenges
  - Cloud vs on-premise
  - Data types
- Lots of products that superficially appear to meet your needs
- Dive deeper
  - 10+ years experience in Mobility?
  - Highly responsive support/advice/guidance/best practices
  - Continuous innovator
  - Support for widest variety of devices/data types/integrations?
  - Evaluations/trials/reference checks



**2** Stretch your budget and buy the best solution the first time around



## MICROSOFT PARTNER RATING

The Net Satisfaction (NSAT) score is a standard for measuring customer satisfaction. Mi-Co has achieved the highest possible rating of 200.

**200**  
MI-CO NSAT SCORE

**166.46**  
AVERAGE MICROSOFT  
PARTNER SCORE

# Training Tip 2: Right Stakeholder Involvement

- End-user Involvement
  - Baseline measurement
  - Requirements
  - Vendor Selection
  - Training champions, motivation
  - Feedback, surveys
  - Celebrate & announce success
- Executive Sponsorship
  - Validate the baseline measurement, business objective
  - Put aside funding, recoup funding from projected savings/revenue
  - Prioritize project appropriately
- IT Team(s)
  - Liaise between end-users & executive sponsors
  - Translate requirements to tech speak
  - Manage vendors, project, systems

# Training Tip 3: Right Training Programs

- Technical Training
  - For IT, business analysts, super-users
  - For purposes of modifying, implementing, maintaining the mobility solution
  - Interactive, hands-on experiences, responsive support, knowledgebases
- End-User Training
  - Learning styles (visual, auditory, kinesthetic etc.)
  - Classroom vs. Web vs. in-the-field, hands-on
  - Videos are great! (EPRI example)
  - Self-guided training is great! (IDCRP example)
  - Let champions lead it, evangelize it, repeat why the solution is important

# Application

- Mi-Forms on F5 Tablet
  - Camtasia videos
    - Step-by-step instruction
      - Use of Tablet
      - Using forms
  - PDFs
    - Tablet instructions
    - Qualification indoctrination
    - Procedures
  - Interactive forms
    - Inventory sheets
    - Calibration sheets



- Indication Report forms

# EPRI Training Video





## HIV Natural History Study - Risk Behavior Survey

This is a quick training to help you complete the questionnaire with the digital stylus. Follow the instructions in the box below to learn how to answer the multiple choice and short response questions on the questionnaire.

Favorite Number:

2	4
---	---

Great!

**Training Instruction:**

5. Now choose a different pet.

Favorite Pet:



Dog



Fish



Cat



Hamster

Begin Survey

# Training Tip 4: Right Incentives

- Change is hard
- Help users understand “Why?”
- “What’s in it for them?”
  - Makes their life easier (prefill data, shows historical context, help text etc.)
  - Makes them more productive (more time for inspections, less on paperwork)
  - Run competitions & incentive contests for adoption early-on...
- Necessary to mandate adoption at some point

# The Wilson County Home Health Story



Debra Harris, Director  
Wilson County Home  
Health

- Pilot Project Story: 3 Nurses
- Results:
  - Nurses **saved one hour per nurse per day** on paperwork!
  - Agency reduced late submissions from **31% to 8% in a month!**
  - Data-entry errors **down by 50%!**
  - Productivity gain of **\$1,200/day!!**

# Training Tip 5: Right Learning Measurement



[speakingofresearch.com](http://speakingofresearch.com)



[blog.niklasdaniel.com](http://blog.niklasdaniel.com)



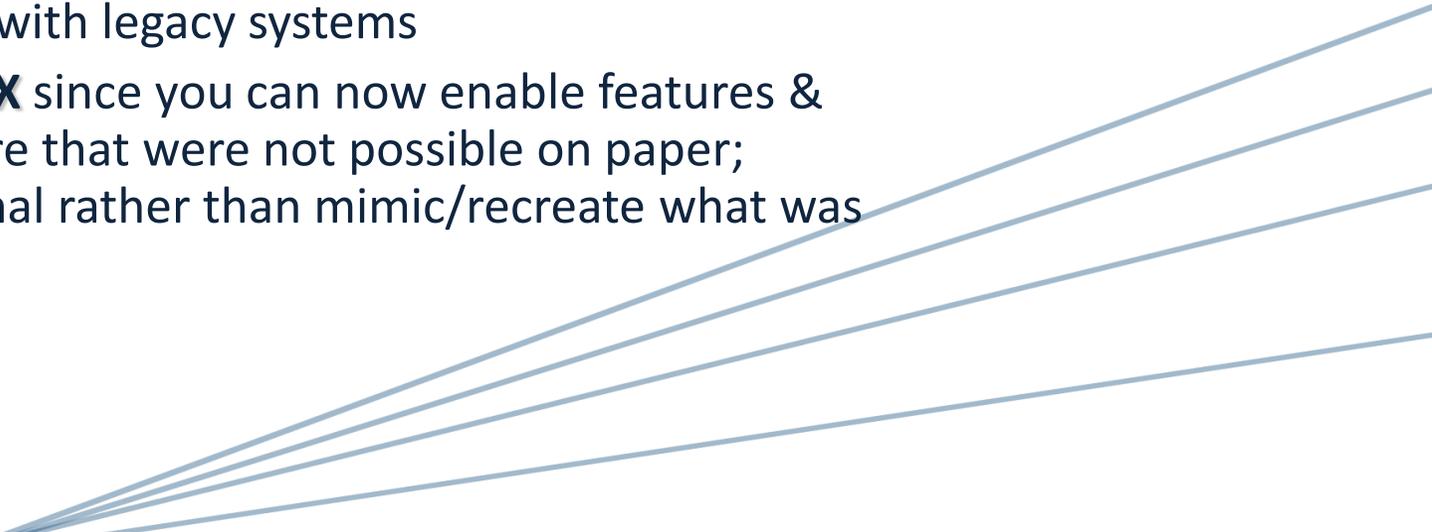
[www.yourtrainingedge.com](http://www.yourtrainingedge.com)



Use the Dogfood for surveys, feedback & shadowing observations!

# Moving to a Paperless World...

- **Factors to Consider**

- Moving from a paper-based workflow to a “paper-less” workflow requires significant planning and serious consideration of the following;
    - **Lifecycle Management** of corporate Forms *e.g., versioning and impact on record management*
    - **Audit Reporting** of (who & when) changes made to any data elements from submission to final approval and publication
    - **Ease of Integration** of data once captured with existing corporate business systems - highly specialized off the shelf field service software may not play nicely with legacy systems
    - **Reimagine processes & UI/UX** since you can now enable features & aspects of mobile data capture that were not possible on paper; reimagine what is most optimal rather than mimic/recreate what was done before on paper
- 

# Future-Proof your Investment



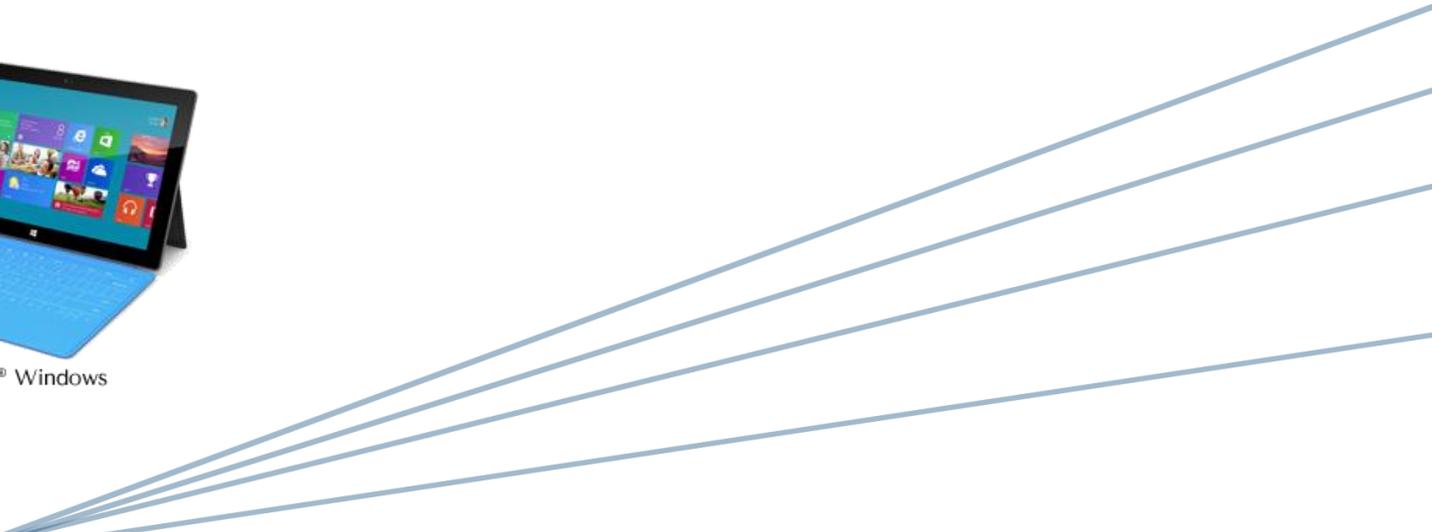
Apple iOS



Android

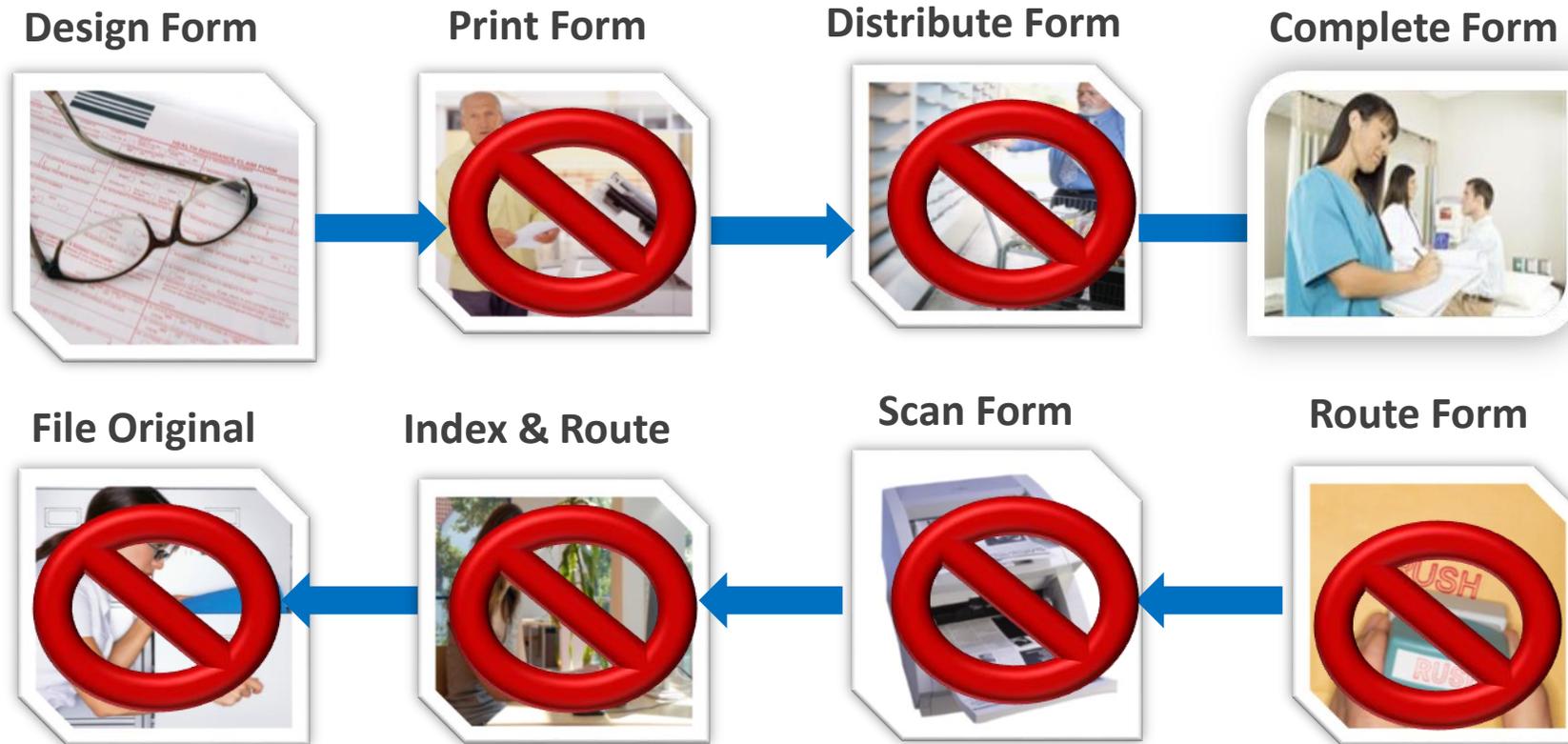


Microsoft® Windows



# Poll 2

# Business Case: Typical Paper Form Workflow



**Approximate cost of a paper form: \$4.95**  
- AIIM Whitepaper, 2012

# Business Case: Typical Mobile App Project

Mobile APP Complexity	Native Cost To Develop for One Platform
Simple	\$70,000
Medium	\$120,000
Very	\$225,000 +

MADP Development Time Savings of 30% - 50%

Mobile APP Complexity	MADP Cost To Develop for One Platform
Simple	\$42,000
Medium	\$72,000
Very	\$135,000+

User Management

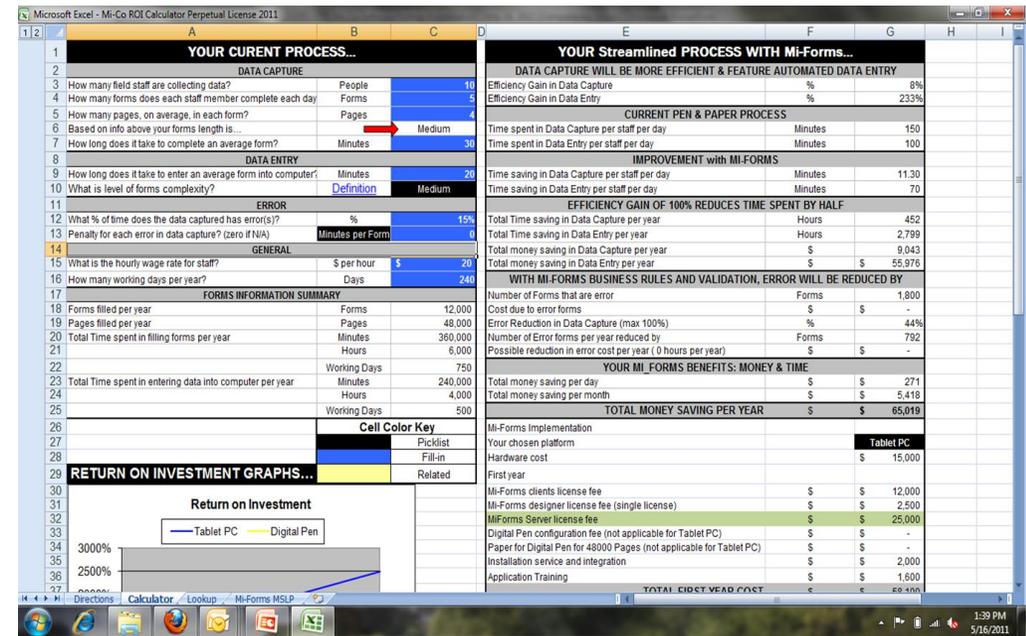
Data Security

Offline Syncing

Workflows & Logic

Integration to Enterprise Systems

- Know your current process cost
  - Use tools like Mi-Corporation's ROI calculator
  - Account for hardware, software, services, support, TCO 3-5 years



- Quantify the potential benefits
  - Additional revenue
  - Cost savings, time savings
  - Better staff productivity
  - Improved customer service
  - Competitive edge in market



- Communicate, communicate!

# The End Result: Business Process Transformation

**100X**  
AVERAGE DATA IS 100X MORE  
ACCURATE THAN BEFORE



**80%**  
REDUCTION

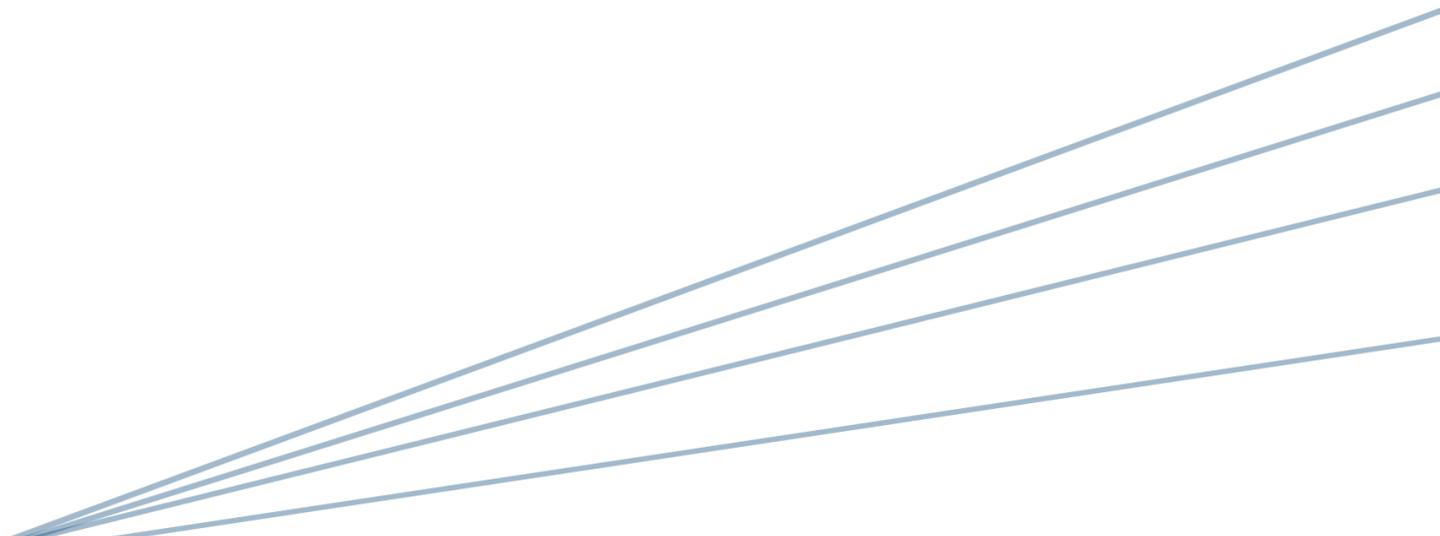
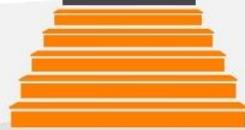
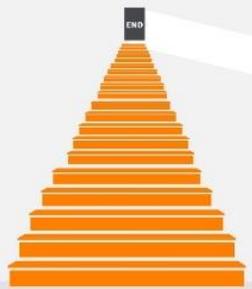


**MI-CO'S CUSTOMERS HAVE SEEN AN 80% REDUCTION  
IN PROCESS TIMES AFTER CONVERSION**

(AND SAVINGS OF \$8000/MONTH WITH MI-CO PRODUCTS)

AVERAGE  
PROCESS  
CUT FROM  
**20 STEPS**  
DOWN TO  
**5 STEPS**

**END**



# Q&A & Suggested Next Steps

- Visit [www.mi-corporation.com](http://www.mi-corporation.com) for more information about Mi-Corporation software & services: Data Sheets, Case Studies, White Papers
- Downloadable Demo software is available at [www.mi-corporation.com](http://www.mi-corporation.com)

Look for Mi-Forms apps ON THE APP STORES (Apple, Android)!

Watch our Youtube videos: [www.youtube.com/micortp](http://www.youtube.com/micortp) & [www.youtube.com/mobileforms](http://www.youtube.com/mobileforms)

- Arrange a Mi-Corporation best practices workshop - Gautham Pandiyan  
[gpandiyan@mi-corporation.com](mailto:gpandiyan@mi-corporation.com)  
919-259-4124

# Poll 3

# Real-time Analytics: Harvest the Power of Big Data!

[Join us Oct 21, 11 am US EST for an Interactive Webinar](#)

