

Vodafone

ClickSoftware Upgrade With Rapid Launch™

CASE STUDY



THE CUSTOMER'S CHALLENGE

Vodafone needed to provide a range of functional enhancements to its existing ClickSoftware scheduling and mobile field solutions alongside delivering an upgrade from the legacy Windows client to the new web client, which would introduce an updated, modern user access point to help ensure adoption of the new scheduling functions. One of the aims of this project was to reduce operational costs by having a simplified approach to deployment and installation of the client software together with eliminating the need to perform client maintenance. In addition, the newer version of the ClickSoftware solution would bring functional enhancements to allow remote deployment, provide better visibility of field engineers' work to the operation centres and enable improved support for contractor work

The ClickSoftware solution in use at Vodafone had suffered from perceptions of poor performance and inaccurate travel times, which may have resulted from the use of an outdated dataset. The optimised scheduling tools delivered by the upgraded version of the solution was expected to drive improved productivity by scheduling tasks as-soon-as-possible while also minimising engineer travel times. To drive this expected decrease in travel time, the Service Optimization tools would facilitate an increase in 'same site' work, so eradicating or reducing the number of occasions where an engineer would arrive on site only to find another engineer in attendance.

Having conducted a ClickSoftware health check as part of the upgrade review, Vodafone acknowledged that the scheduling team was not fully utilizing the capabilities of the existing version of the ClickSoftware solution and therefore decided that the upgrade process should include a focus on ensuring robust adoption of the new solutions to maximize the potential benefits. DNASTREAM was requested to support the upgrade process and help to ensure fast and effective adoption of the new ClickSoftware solutions by deploying a comprehensive suite of ClickSoftware Rapid Launch™ training content libraries, and establishing a robust training methodology to support the delivery of training across all relevant end user populations. To facilitate communications and training delivery, Vodafone adopted the cloud-based Rapid Launch™ learning portal, which ensured the structured training curriculums were made available to office-based staff and field users in an effective way, and provided comprehensive features to manage training assignments, track training progress and report on the attainment of competency by learners.

FACTS & FIGURES

Client:	Vodafone UK
Location:	UK
Industry:	Telecoms
Value of Engagement:	£75k

Key Features: Training, Rapid Launch, ClickSoftware, ClickSchedule, ClickMobile, Field Service, Upgrade

Summary:

Vodafone embarked on an upgrade of its existing ClickSoftware solutions to deliver operational cost reductions and efficiency improvements in scheduling of work and the utilization of field engineers.

DNASTREAM was appointed to support the rollout of training to the scheduling team and field engineers, to ensure robust adoption of the new ClickSoftware solutions.

WHAT WE DID

DNASTREAM established a small team of experienced training consultants to define the methodology for end user training and lead the associated activities, including:

- Development of the instructional design and approaches to training according to the needs of the individual end user populations
- Creation of the training content templates to meet Vodafone's corporate standards
- Definition of role-based training curriculums aligned to the new ClickSoftware solutions, including any changes to ways of working
- Establishment of the end user assessment process for ensuring competency and readiness
- Development of the role-based training content with structured reviews and approval by Vodafone's subject matter experts
- Supporting Vodafone's trainers with delivery of training to the end users

The custom-built training content included immersive and interactive e-learning simulations together with process-based assessments for the ClickSchedule and ClickMobile solution elements, to facilitate fast and effective knowledge transfer.

Our team delivered a comprehensive suite of train-the-trainer courses, which specifically focussed on the ClickSchedule and ClickMobile solution design that the schedulers and field engineers would be using, which ensured Vodafone's internal training team were fully competent to deliver training to the end user populations.

Vodafone adopted DNASTREAM's cloud-based Rapid Launch™ learning portal to support delivery of training across all end user populations together with ongoing self-service access to knowledge assets to support refreshers.

Key outcomes included:

- Training content delivered in parallel to the solution build through the adoption of an 'agile-style' approach that ensured close collaboration with the solution delivery team
- Over 35 e-learning tutorials and 25 assessments deployed via the Rapid Launch™ portal to support training of schedulers and field engineers
- Fast and effective training of the end users via the DNASTREAM Rapid Launch™ learning portal that facilitated auto-assignment of learners to the appropriate curriculums, easy scheduling of training and access to training courses under an 'on demand' model

"Thank you so much for your dedication to get this project delivered on time – it has been much appreciated"

Vanessa Elliott, Programme Manager

"DNASTREAM supported Vodafone's Field Service Management with our ClickSchedule upgrade and new ClickMobile Mini iPad deployment. Our existing Dispatch Centre teams learnt very quickly because of the quality of the Rapid Launch portal and user-friendly training materials"

Shaun Phillips, Field Services Manager

KEY BENEFITS DELIVERED

- Train-the-trainer courses realized a 90% successful adoption rate within two weeks
- Vodafone had planned for a lead time of six months from initial deployment of the new ClickSoftware solutions to realizing the expected efficiencies – this was reduced to two months by the adoption of DNASTREAM's approaches and the Rapid Launch™ training content
- Field engineers were training remotely via the Rapid Launch™ portal, which reduced costs and the business disruption associated with taking resources away from operational activities
- The ongoing provision of access to 'on demand' training and knowledge assets helped to drive a significant reduction in support calls following go live, with very few calls being received



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