

WHITEPAPER

# Building a Successful Roadmap to Mobile Asset Management Adoption



PROMETHEUS GROUP



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Mobile devices have become indispensable. The technology has so successfully infiltrated the workplace that 80 percent of senior IT and business leaders believe employees cannot effectively do their jobs without a smartphone, and 75 percent say that mobility is essential to their company's workflows.<sup>1</sup>

Mobile devices untether employees from their desks—and desktops—and facilitate streamlined connection wherever, and whenever, they need to work.

Utilizing a mobile device has proven to increase productivity, enhance communication, reduce errors, and result in noticeable time- and cost-savings. Businesses put themselves at a competitive disadvantage by neglecting to implement enterprise mobile apps.

Despite the compelling case for mobile asset management, plant and facility management teams working in asset-intensive industries are behind the curve in deploying robust systems. More than one-third of employees report that their organizations do not allow the use of mobile devices for maintenance-related work. Of those, 21 percent say there are no plans to do so.<sup>2</sup>

What's the problem? Adoption of mobile programs often run into these common roadblocks:

- Perceived difficulty in finding a solution that meets the company's business needs

- Overly complicated deployment and rollout
- Lack of adequate training that centers on specific roles and functions
- Struggling to shift employee thinking
- Reverting to pen and paper processes

Clear the obstacles: a **customized, actionable road map suited to your unique business needs increases your rate of mobility adoption success.**

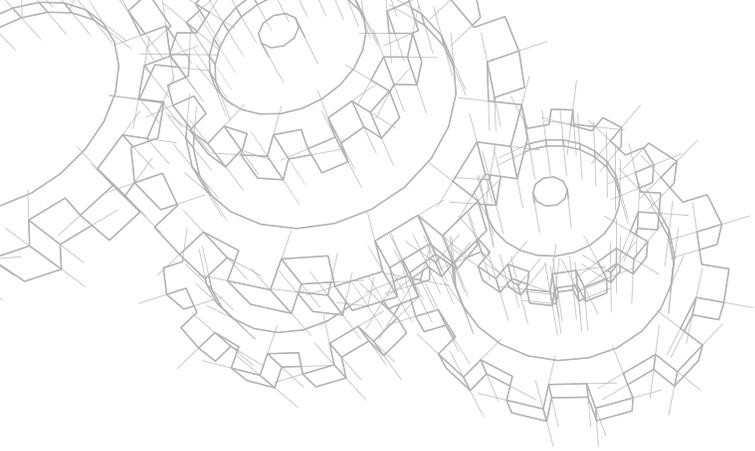
### Diagnose Pain Points, Gaps, and Inefficiencies

A solution solves very little if the problem itself is undefined. **When searching for the right mobile asset management solution, start at the beginning: what are you trying to solve — and for whom?**

For example, are you experiencing issues with inaccurate time entries? Does it take longer to complete jobs because workers must go back and forth between their computer and the equipment's location, searching for documents or waiting on approvals? Are people racing from "place to place" without addressing proactive and preventative maintenance tasks? Is your current solution designed for mobile devices and mobile users?

<sup>1</sup> <https://www.techrepublic.com/article/80-of-it-business-leaders-believe-employees-need-mobile-devices-to-do-their-jobs/>

<sup>2</sup> <https://www.plantservices.com/assets/Media/1702/PS1702-Mobility-can-drive-asset-management-success.pdf>



Identifying and clarifying your pain points is critical. It is just as critical to identify who will be using the solution. Again, a solution solves nothing if a team isn't leveraging it to help them with their work. User adoption is key to success with any initiative. According to one report, up to 80 percent of enterprise mobile apps are abandoned after their first use.<sup>3</sup>



Sixty-four percent of employees say that poor user experience is the top reason they rarely, if ever, use mobile device-enabled software.<sup>4</sup>

It could be screens that don't respond to different devices, desktop-first design with less-than-desirable mobile compatibility, lags in performance, or the inability to access data offline. These issues can lead to user frustration and eventually, abandonment of the solution.

Your mobile asset management solution must address the specific challenges you face, as well as the needs of those who will use it.

## Choose a Vendor Who Understands the Best Practices of Your Industry

Implementing full-scale mobile asset management technology can be overwhelming. The amount of time, training, and resources needed to adopt a new solution may cause companies to simply avoid the issue entirely. The good news is your company doesn't have to go it alone. Industry experts can guide your team through the process and tailor a solution that fits your business needs. An ideal solution aligns with where you are in your mobile solution journey and accommodates the tech-savviness of your workers.

To evaluate potential partners, consider the following:

- Does their solution integrate with your ERP, CMMS, or EAM?
- Is their solution specifically designed for optimal performance and responsiveness in mobile device?
- Will your ERP, CMMS, or EAM remain the single source of truth if you use their solutions?
- Will they conduct a thorough needs assessment to understand your organization and its pain points?
- Do they have significant experience in your industry and related industries?
- Do they offer rapid implementations?
- Are their solutions scalable? Can they grow with your organization as your needs evolve?
- Can the mobile platform integrate with other asset management software as well as future initiatives?
- Do they provide on-site training? What about train-the-trainer methodologies to empower your people?
- Are their solutions easily configurable so that you can adapt them to your processes without the expense and time of a custom solution?



*The right partner takes the time to learn your business, developing a methodology and game plan for execution that makes sense for your organization.*

## Plan an Effective Implementation Based on Actual Use Cases

Imagine you're in an unfamiliar city and you need to travel to a business meeting. A car might be the most important piece to complete your journey but without GPS or a map, you'll waste time and fuel as you take wrong turn after wrong turn.



Your mobile asset management solution is the vehicle in this scenario. It's critical in driving you towards your goals. Your plan is the map. The right plan means you will reach your goals more efficiently and cost-effectively without hitting dead ends.

<sup>3</sup> <https://www.boston-technology.com/the-ultimate-list-of-enterprise-mobility-statistics/>

<sup>4</sup> <https://www.business2community.com/mobile-apps/the-ultimate-list-of-enterprise-mobility-statistics-01362499>

You need to develop a game plan that considers the unique aspects of your business. Your team might have use cases that require real-time data visibility, strong security, or offline data access for job order packets. Knowing what's needed creates a more specific map. Working with an industry expert streamlines this process and allows you to see how this technology will work with your workflows and across teams.

## Demonstrate the Value Case from the Top-Down

Change never comes without effort. The right tools and expertise certainly help, but any improvement in processes requires a culture change. Management must take the lead in mobile adoption.



There is at least one thing that planners, schedulers, technicians, and inventory personnel have in common. They've created their own systems and methods. They're comfortable with them and they'll resist change.

The situation is both humorous and tragic. People will reject a new process in favor of holding tight to personal or departmental workarounds. They may have forgotten that they only created the workarounds because they were frustrated with the original process!

This is why managers must visibly lead the change and assist others in updating their routines to leverage the new mobile software.



This underscores the importance of top-down support and leadership. How will your management and IT teams work together to ensure different job roles across the organization are using mobile to manage and execute work? Management needs to be where the technicians, supervisors, and operators are to make sure that they are utilizing the new solution. Force of habit will prevail without this oversight. Workers will revert to older, more comfortable systems, including inefficient and potentially hazardous paper processes.

Managers communicate their commitment to mobility with regular conversations and check-ins with their teams. Don't assume that people will use the mobile asset management solution because you said so. Be there to confirm, answer questions, address concerns, and model best practices.

## Follow Best Practices to Test and Rollout

Rollouts are only successful when everyone is involved. This step is often neglected. Keeping employees in the loop, helping them understand their role in the process, providing the right amount of training, and operating with transparency are critical in achieving a smooth rollout.



Your IT team plays an integral role at this stage. Get their buy-in early in the process. They deploy the mobile solution across the organization. This means they need to have a strong understanding not only of the tool, but of the





implementation and rollout. They must achieve a level of comfort with the solution's features and functions to assist other teams with implementation and ongoing use.

It may benefit your company to take a phased approach. Release the solution to certain people across the organization first. They can work with it and see it in action. After a specified period, the solution is rolled out to everyone. Those initial users will become your best advocates if the pilot program is successful.

*A properly developed mobile application is configured or tailored to specific roles, so users only view what is pertinent to them and their business process.*

### **Deliver Targeted, Role-based Training Specific to Workflows and Responsibilities**

When rolling out an enterprise mobile app, people need to understand how it will impact their specific roles and functions on a day-to-day level. They may not be interested in how the organization will be impacted. What they really want to know is what will change for them.

Role-based training allows you to educate workers on features and functions specific to their job area on the floor and in the field.

The beauty of a robust mobile asset management app is that it's easily configurable to specific roles and functions. A properly configured app requires very little training as it guides the user through the proper workflows, showing only what is pertinent to them. Feature-specific training is important to ensure users are confident using the application's interface. Widespread adoption requires users to understand the functionality of features like online/offline mode, time management controls, real-time data access, and auto-sync. Some businesses have reduced their procedural documents from 5,000+ pages to less than 100 pages by adopting the right mobile solution. They keep all the critical material while dispensing with the unnecessary ones and standardizing processes across their work sites.



Mobility gives you the opportunity to input and review accurate data, allowing for better decision-making in terms of processes and areas for improvement. You can access actionable insights that help drive you towards its strategic goals.

<sup>5</sup> <https://www.plantservices.com/assets/Media/1702/PS1702-Mobility-can-drive-asset-management-success.pdf>

## Follow Up with Your Team and Ask for Feedback

Ongoing conversations and continual feedback with your teams and/or departments is incredibly important. If you wait until processes have slowed or there's a laundry list of issues to address, you'll have lost crucial buy-in. People will revert to their old methods of tackling tasks, which is exactly what you want to avoid.

Follow-up should be ingrained throughout every step of the process. Remember the process doesn't end when your mobile solution rolls out. In many ways, that is just the beginning. Make both formal and informal conversations and reviews part of the process to ensure that the time, effort, and resources that you've invested yield strong returns. If you're working with an experienced vendor, they will take an agile approach to the feedback provided by your team to help improve user experience.

A mobile solution designed for the needs of asset management has the capacity to standardize, streamline, and strengthen maintenance operations. Successful mobile asset management adoption depends on a clear, customized roadmap. When you take these deliberate, strategic steps, you significantly increase your pre- and post-implementation success rate.



*To learn more about functions and features, visit our website and review our Prometheus Mobility section.*

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## About Prometheus Group

Prometheus Group is a leading global provider of comprehensive and intuitive enterprise asset management software solutions that work within ERP systems and span the full work management life cycle for both maintenance and operations. Developed jointly with end users, Prometheus software enhances the customer experience for planning, scheduling, and executing work for both routine maintenance and shutdowns and turnarounds, all while protecting the workforce with safety solutions and electronic permit to work. Our straight-forward functionality, graphical visualization, and simple processes enable customers to increase productivity, reduce costs, and improve reporting. For more information, please visit [www.prometheusgroup.com](http://www.prometheusgroup.com).