



# Building a Connected Workforce The Nvolve Customer Success Framework



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



# Smart Manufacturers and Supply Chains have Connected Workforces

**Those responsible for Quality, Operational Excellence and Continuous Improvement in your business are central to your Connected Workforce strategy.**

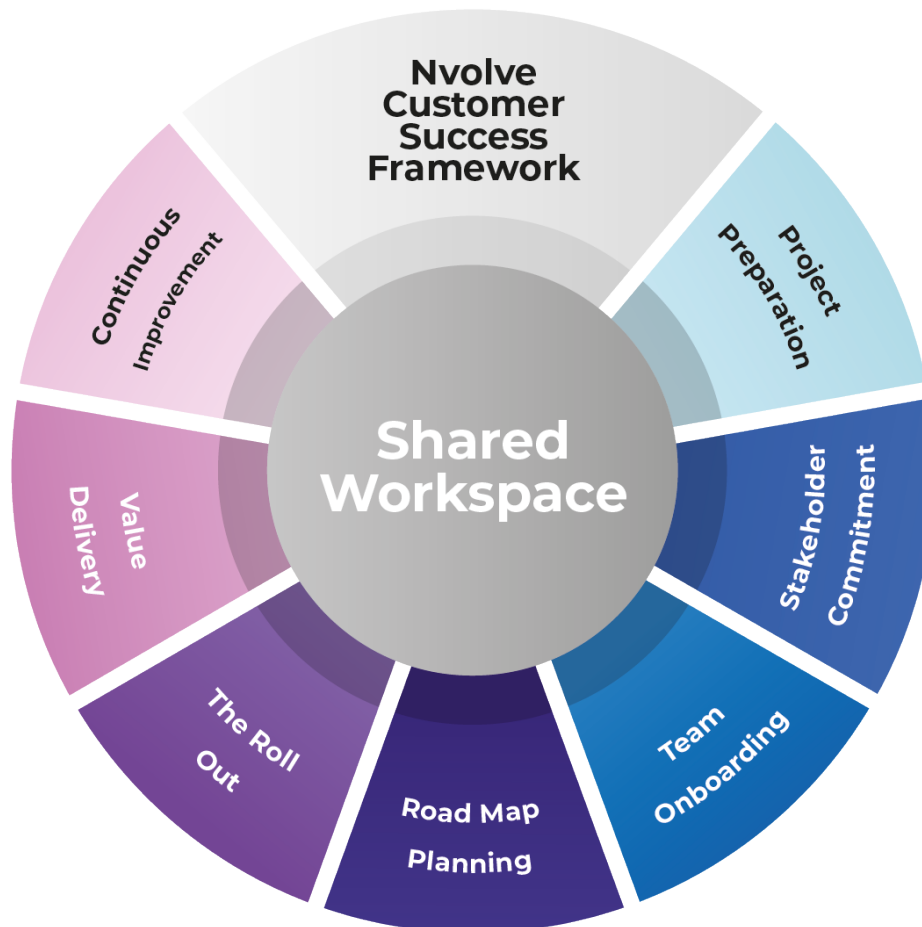
Leading Manufacturing and Supply Chain companies are now incorporating a Connected Workforce strategy into their Workforce and Operational Excellence goals. A Connected Workforce will transform the way your employees interact and operate on a daily basis with the systems around them and each other allowing you to **Get it Right the First time and Every time!**

A Connected Workforce strategy works best when teams across different functions are connected together using modern digital tools and when it is incorporated into a wider **Workforce and Operational Excellence program.**

We have created this Customer Success Framework to demonstrate in detail what you can expect from the Nvolve team as we help you create your **Connected Workforce.**



# What is the Nvolve Customer Success Framework



The **Nvolve Customer Success Framework** is our model to ensure our customers are getting the full value of their investment with Nvolve to create their fully **Connected Workforce**. It provides step-by-step, best practice guidance from initial preparation work through to ultimate value delivery for you each and every month.

The principle benefits of our framework are **Consistency**, **Quality** and **Efficiency**.



## Consistency

By applying the same best practices throughout every engagement we will ensure a consistent approach that you can rely upon.



## Quality

The phases of success that need to be taken and the individual activities that need to be performed within those phases are all based on best working practices.

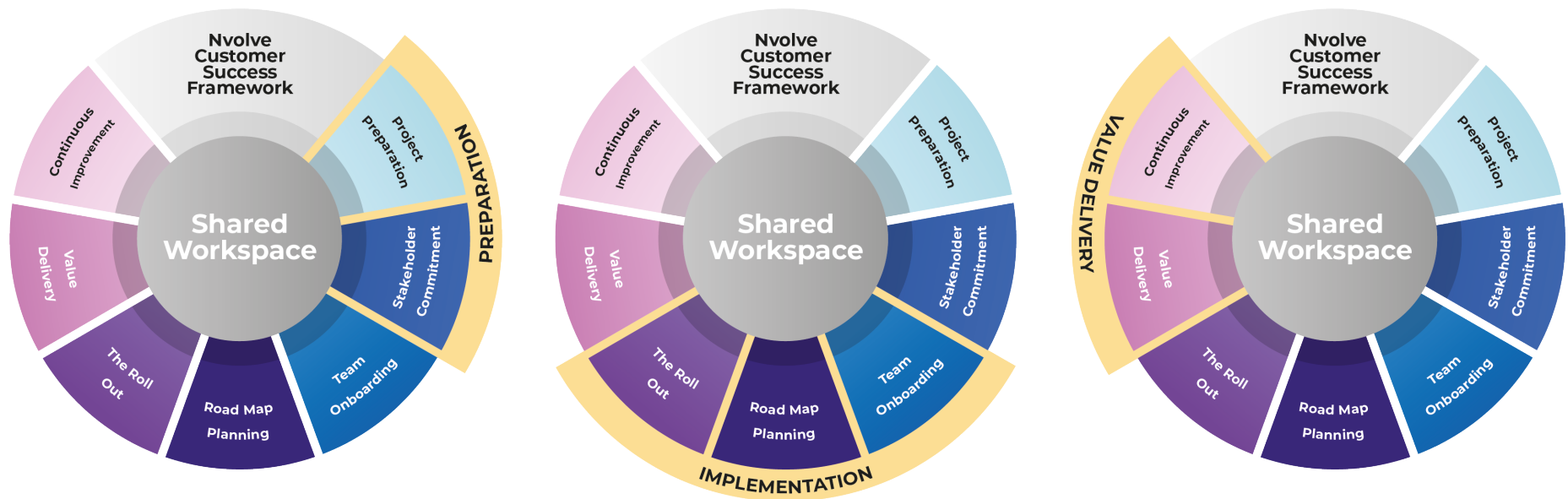


## Productivity

By leaning on our best practice knowledge your team will not have to constantly think about what to do or how to do it - we can simply just get on with actually doing those things and becoming more productive.

# The 7 Phases of the Nvolve Customer Success Framework

The Nvolve Customer Success Framework is divided into 7 Phases, all of which are spread over 3 distinct focus areas – **Preparation, Implementation and Value Delivery**.



# Preparation

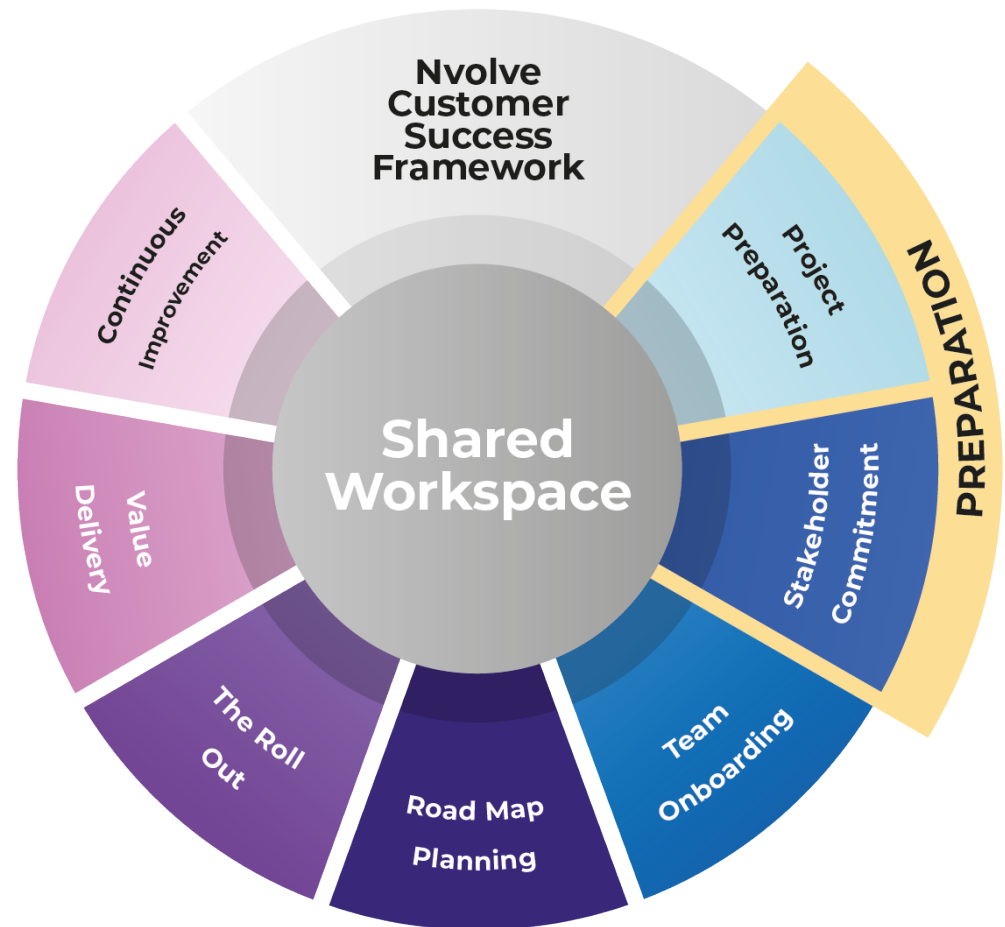
The Preparation phase of a new customer engagement is about getting things ready. We will focus on getting everyone up to speed in the context of your needs and getting to know your key stakeholders.

We will also focus on reaching an agreement on the types of ways we will be able to **help you on your journey** and helping you get the value envisaged and planned for.

There are two phases in this focus area:

 **Project Preparation**




 **Stakeholder Commitment**

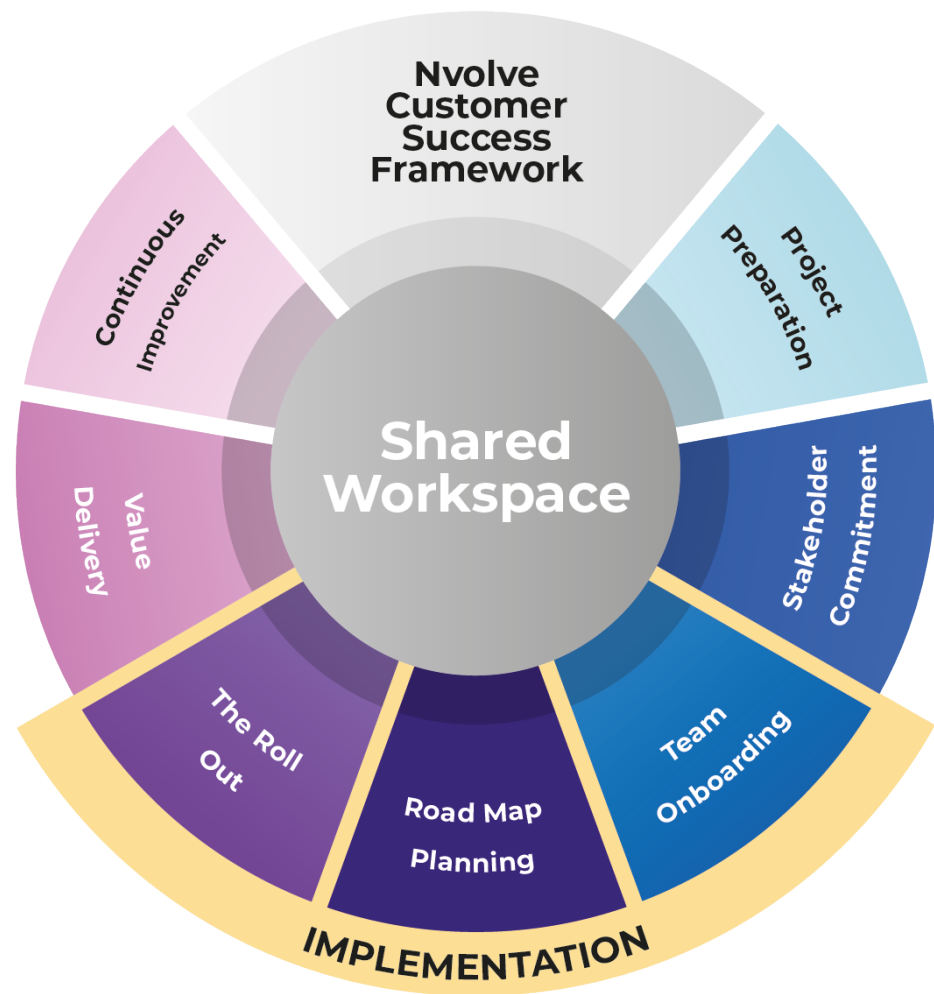


# Implementation

The Implementation phase is all about helping you prepare your users to be able to fully adopt and use the Nvolve platform. This includes both the initial onboarding of your team and full-scale adoption, which in turn readies you to start **delivering value** to your business.

There are three phases in this focus area:

-  **Team Onboarding**
-  **Road Map Planning**
-  **The Roll Out**

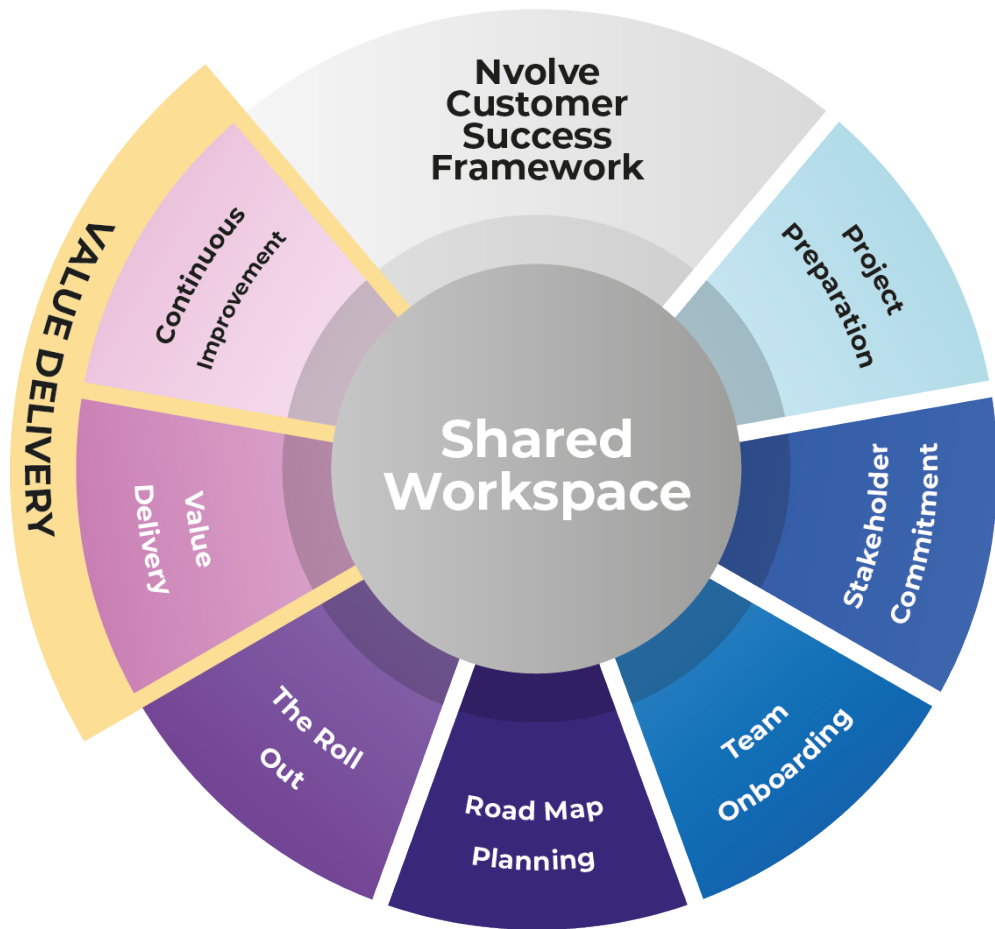


## Value Delivery

The final stage is continuous. This stage takes over as soon as the roll out is completed and ensures that maximum value is continually generated, measured and reported on.

At intervals during this period the Nvolve Customer Success team and your Connected Workforce steering team will take stock and determine what has worked well, what could have worked better and what has been learned so as to **Continually Improve** the delivery of value to your business.

There are two phases in this focus area:



**Value Delivery**



**Continuous Improvement**



## Shared Workspace

It's handy to have everything stored in one place so that it can be managed more easily and to make sure it is available when needed so we will create a **Shared Workspace** where both your team and our team can collaborate and share resources.

The concept behind the Shared Workspace is to ensure there is a central location to store all information from each of the phases in so that anyone who needs to access the information at any stage within the engagement can do so.

Ultimately, a large number of Nvolve customers expand their **Connected Workforce** vision to multiple sites within a Group structure – the Shared Workspace is an excellent resource when this takes place as it provides a template for a faster **“Path to Value”** in second and subsequent locations.



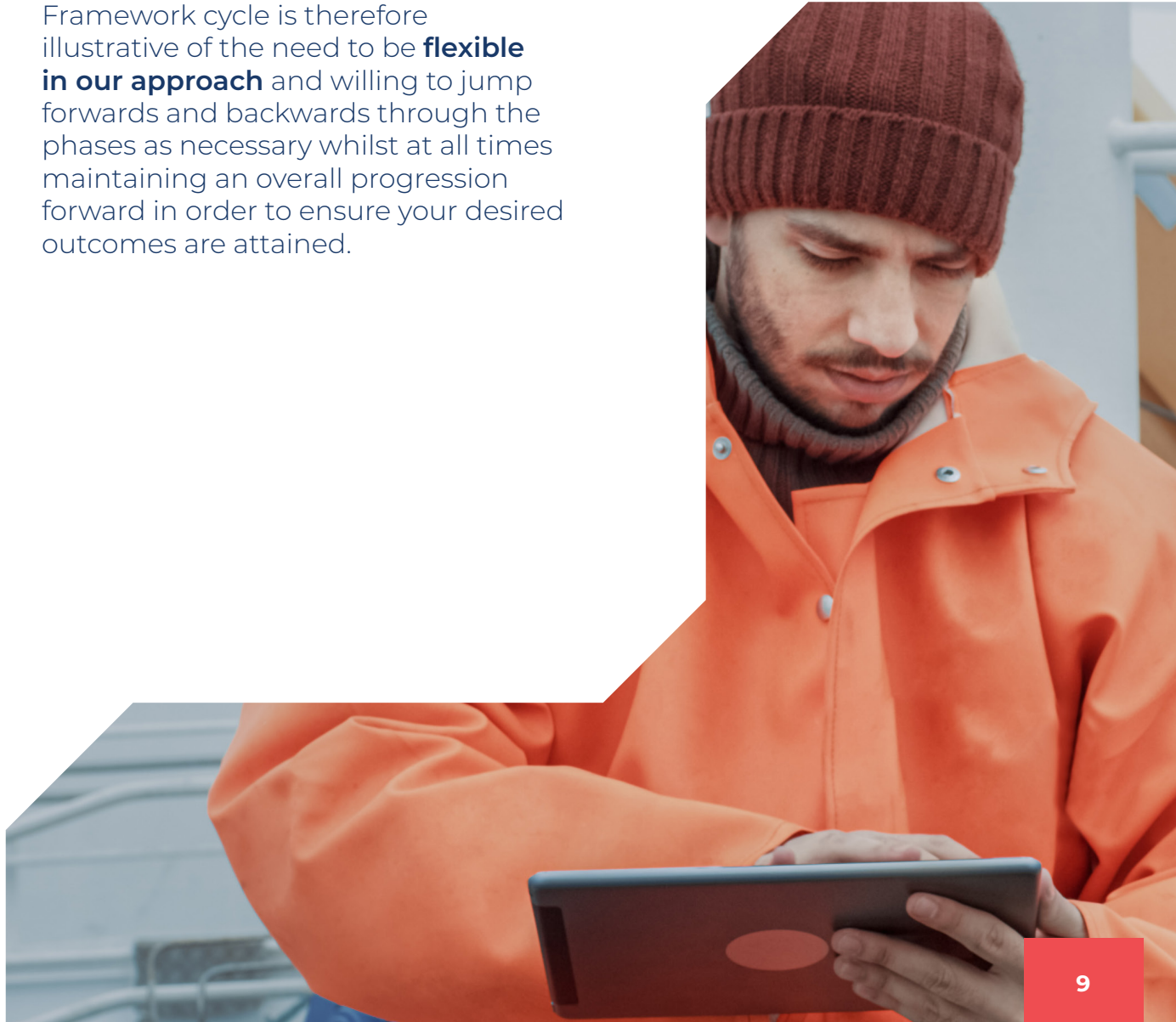


# The Nvolve Customer Success Framework Wheel

The **Nvolve Customer Success Framework** is depicted as a wheel rather than as a linear progression. In a typical customer engagement there is a linear progression from initial meetings through to reporting on end results. This is a fairly obvious progression however in addition to this progress from beginning to end it is important to note that the reality of their progression is likely to be more complicated than that.

Over the course of our engagement will have to revisit previous phases and/or jump ahead to future phases **in order to get the job done**. Sometimes this is due to outside pressures such as deadlines or budgets. At other times it's simply a product of learning on the job and uncovering new needs or requirements that need to be dealt with but which were not known about at the start.

The Nvolve Customer Success Framework cycle is therefore illustrative of the need to be **flexible in our approach** and willing to jump forwards and backwards through the phases as necessary whilst at all times maintaining an overall progression forward in order to ensure your desired outcomes are attained.

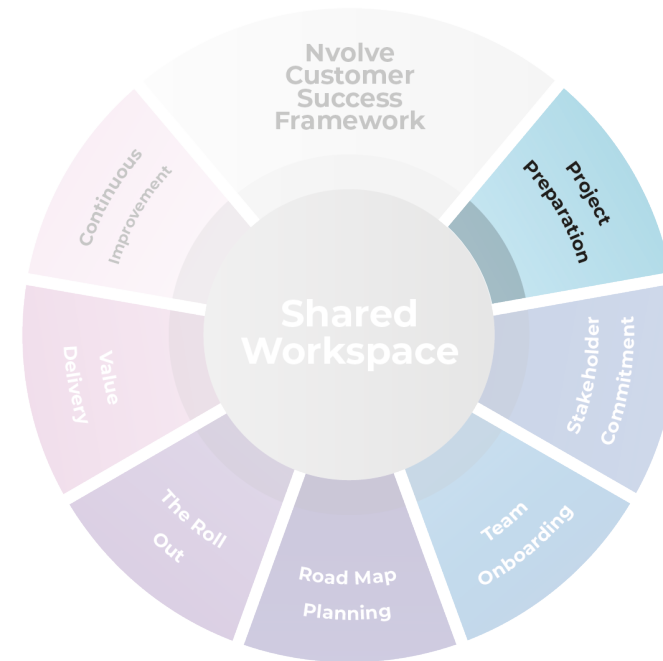


# Phase 1: Project Preparation

Before our kick off meetings, the Nvolve Customer Success Team will engage in some basic preparation to get ourselves ready for your engagement and to ensure we hit the ground running.

Our team will focus on the following during this phase, some of this may have taken place prior to your project being initiated, for example as part of a trial period:

- We will make sure we are aware of your upcoming engagements and your schedule.
- We will engage internally with the Nvolve Sales Team to ensure a smooth transition and handover from our colleagues.
- We will investigate if further research on your corporate systems is necessary such as API / SSO Integrations.
- We will engage with you and formulate our engagement strategy, action plan and road map.
- We will ensure that all relevant documents are stored in the Shared Workspace for easy access and reference.



## Phase 2: Stakeholder Commitment

It is important for the Nvolve team to build a relationship with your **Key Stakeholders** and to start to develop trustworthy and meaningful relationships with them. It's also essential that both the Nvolve team and your team share the same understanding about what needs to be done in order to deliver the value you need to see from your **Connected Workforce** project and the role Nvolve will play in helping that value to occur.

The following will be our focus during this phase:

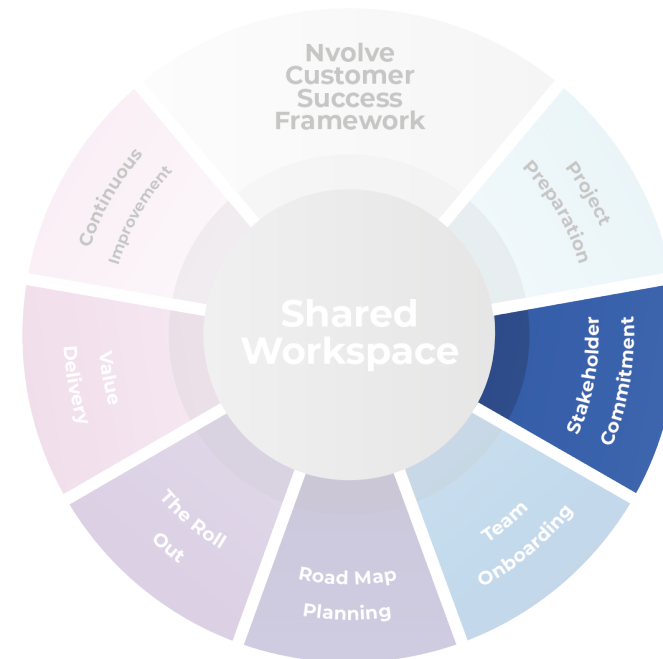
We will review the strategy together with any other documents that have already been stored in the Shared Workspace and ensure everyone is up-to-date on the project requirements.

We will plan and arrange the initial meeting including location, format, outcome objectives, agenda, duration, attendees and any other requirements.

We will hold the initial meeting and present your senior project lead and other key stakeholders with the Nvolve framework model and start to plan onboarding, implementation and value creation.

After the meeting we will update your engagement strategy and documentation as necessary and create your Transformation Road Map.

We will agree the Road Map with your senior project lead and then store the Road Map together with any other documents in the Shared Workspace





## Phase 3: Team Onboarding

Team Onboarding is the process of getting you and your initial **Connected Workforce Steering Team** started with Nvolve with the goal of helping you start delivering measurable value from your investment as quickly as possible and to eliminate any risk of frustration around the lack of information and/or support to get you going.

The following will be our focus during this Phase:

We will review your agreed Road Map together with any other documents that have been created to ensure you are up-to-date on the project requirements.

We will gain an understanding of the complexity level of your onboarding process and will hold an initial conversation to discuss your onboarding needs and explain the options available to you.

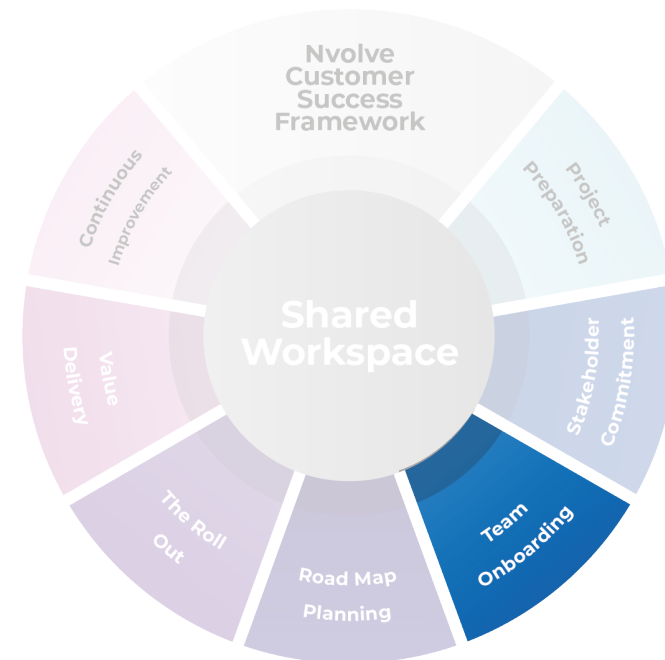
We will follow up as necessary to learn more information and to put in place a plan as to the level of help Nvolve will be providing for your onboarding.

We will complete a detailed onboarding requirements plan for you and determine a phased onboarding project plan.

We will document the onboarding project plan and share the plan with you and your colleagues. The plan will include phases, milestones, activities and responsibilities as well as outputs and outcomes for each phase.

We will work the plan and as necessary make adjustments along the way due to changes in your needs or additional information that is uncovered.

We will liaise with our internal Nvolve colleagues and with you regularly during this time to ensure activities are being completed and outcomes are being delivered.



## Phase 4: Road Map Planning

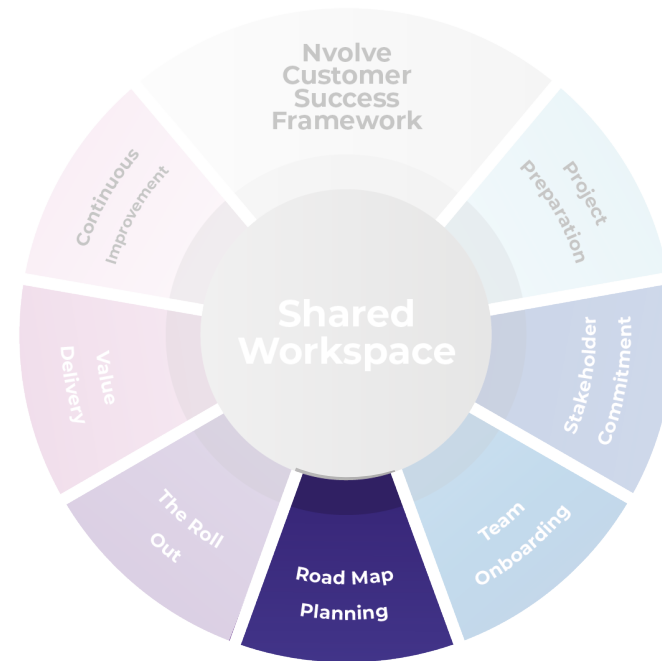
This is the process of researching and determining who in your business will be using the Nvolve solutions and **how they will be using them**. This phase will create a high level adoption road map for agreement and a detailed implementation project plan.

The following will be our focus during this phase:

We will gain an initial understanding of the needs and level of complexity of your roll out and we will use the information gained to determine which users will be impacted and then group them into IGs (Impacted Groups) such as Administrators, Managers and Employees.

We will capture all practical elements that need to be considered during the road map planning process and we will work through the communication, training and support needs for each IG.

We will capture and document potential risks that need to be considered during the road map planning process and work with your senior project lead and other stakeholders to create an outline of the roll out plan.



We will create a roll out proposal and gain acceptance and approval for the plan - once approved, we will proceed to help you to flesh out the roll out plan into a fully detailed version. This may involve multiple stakeholders from HR and Training departments, change management professionals, team leaders and process owners as necessary.

The main output is a fully detailed roll out plan. We will store a copy of this document together with other documents created during this phase in the Shared Workspace.

## Phase 5: The Roll Out

The Roll Out phase explains what we will do to help you carry out the implementation of Nvolve across your entire business in a smooth and orderly fashion.

The following will be our focus during this phase:

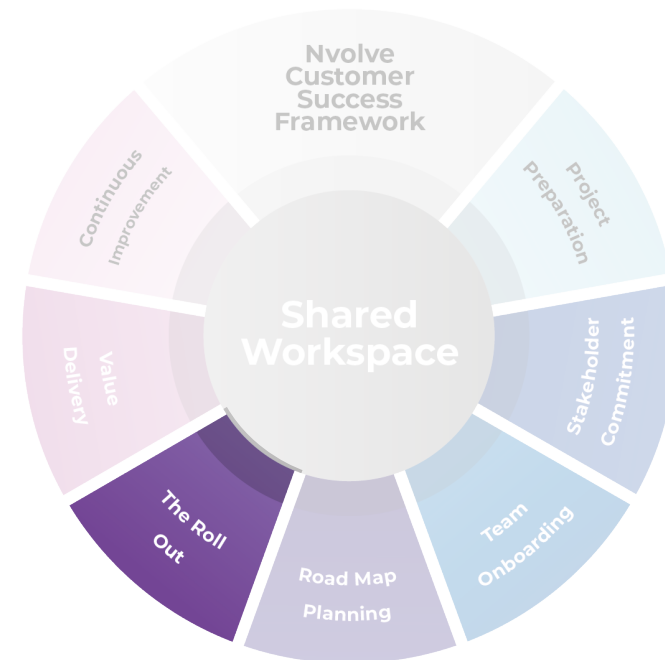
We will take some time with your senior project lead and other key stakeholders to review the roll out plan.

We will, if necessary, break the project phases down into smaller, work tasks that can be assigned to individuals, each having their own deliverable timeframes and goals.

We will plan an Roll Out Readiness Checklist and then work through the list considering any issues that are uncovered by this process.

We will commence the roll out program providing support and assistance to your senior project lead or whoever is formally project managing the roll out program. We will pay special attention to ensuring that tasks are completed on time.

We will respond to unexpected challenges that turn up and make sure to document these for any future roll out programs with your overall business.



We will attend senior management meetings as necessary to report on progress and to help determine any changes to the roll out program, if any are necessary.

We will maintain a constant presence to support your roll out - it could be argued whether a roll out program can ever be said to be fully completed!



## Phase 6: Value Delivery

The **Value Delivery** phase takes over directly after the roll out has been completed (or is under way). Once your users are comfortable with Nvolve, the value being created needs to be **Measured, Tracked and Adjustments** may need to be made from time to time to ensure progress towards the desired outcomes continues to be made.

The following will be our focus during this phase:

We will assist you towards achieving value by ensuring that KPIs and milestones have been carefully identified.

We will help you ensure measurements are being taken and that progress is being monitored and reported and (where necessary) corrective action taken to get the initiative back on track.

We will identify any challenges and/or changes that occur and to plan for taking actions to deal with each one.

We will make every effort to ensure that you can see the value of the Nvolve solutions that you have invested in.

We will help you evaluate additional Nvolve solutions that may be suitable for your business and can add further value.



We will attend regular meetings with you to report on and discuss progress and to acknowledge and plan for any new challenges or changes that have been identified.

We will ensure that all activity that should have taken place has indeed occurred and if not, formulate a plan to ensure it happens now.

We will record, in the Shared Workspace, all value focused reports so as to build a solid Return on Investment fact file.

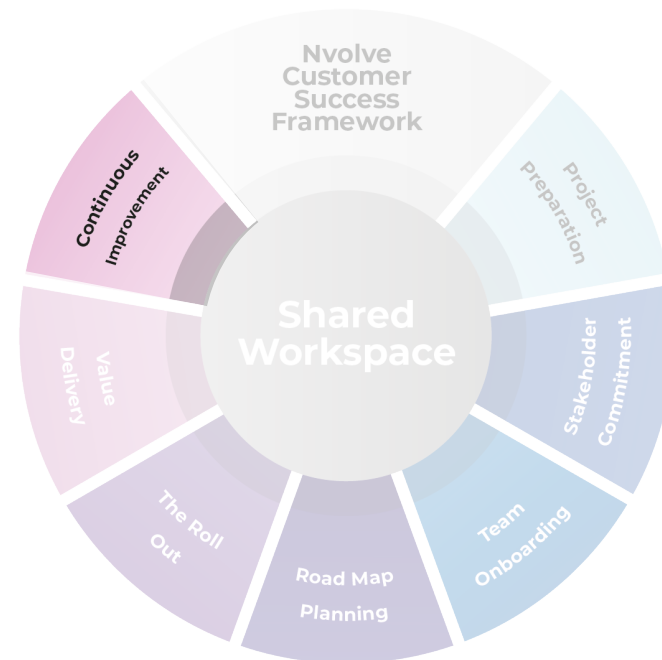
## Phase 7: Continuous Improvement

Every time we engage with a customer we gain in experience. This experience together with any resources that were created can be re-used in future engagements. Lessons can be learned from every engagement to help us become better in the future for all our customers.

It is this **Continuous Improvement** methodology that allows us to not only add value in terms of a technology solution but to also add value by being at the forefront on **Connected Workforces Best Practices** across a very wide range of industries.

The following will be our focus during this phase:

- We will share any best practice processes, tools and templates that we have developed over time and make them accessible to you.
- We will determine any lessons learned about how things could be done better in the future and plan how this can be achieved.
- We will meet on a regular basis (for example quarterly) to formally review progress made in the previous period and determine activities and targets for the upcoming period. This can be done in person where possible but otherwise via MS Teams or Zoom.



■ We will continue to contribute as required to the overall success of your Connected Workforce project and strategy.

■ We will act as a “Team Player” on your team – our primary goal is your successful project and for you to derive substantial value from your engagement with Nvolve.

## Conclusion: It all about your specific Journey!

C-Level executives, Senior Management, Site / Plant Managers, Support teams and your Frontline / Deskless workers are all connected in some way or another – **Connect them Better** and your business will gain by improvements in many of your day to day processes and how things get done every single day. Your specific journey to Operational Excellence has it's own very tailored roadmap – **creating a truly Connected Workforce will get you there quicker, easier and at a lower cost.**

## About Nvolve

Nvolve has been helping **Manufacturing and Supply Chain** companies accelerate their journey to **Workforce and Operational Excellence** for over 15 years. Manufacturing, Logistics, Warehousing, Retail and Services companies around the world use Nvolve to equip their Desk and Deskless Workforces with modern digital tools to reduce Risk & Costs and improve ESG, Productivity, Quality & Safety.

Our mission is to add value to **ALL** our customers **ALL** of the time. Your success is always our primary Goal. We are not just a platform – we are your additional Connected Workforce team to make sure you succeed and we have done it before having helped many other businesses just like yours, numerous times. But don't just take our word for it – **Reach out to us today** and we will set up a call with one of our Customers who will share their Nvolve story with you!

## Companies on their Connected Workforce journey with Nvolve







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