

CUSTOMER CASE STUDY

**Specialty Gas Producer Nets
90% User Adoption in Just Eight
Weeks With Innovapptive's
OCM Program**

Overview

The client is an American supplier of industrial, medical, and specialty gasses. It intended to pilot project Innovapptive's mWorkOrder, mInventory, and RACETM Dynamic Forms (RDF) solutions at several select sites. These locations used antiquated technologies that lacked tight, seamless integration with SAP. They also had poor user interfaces. As a result, frontline workers didn't like using these non-integrated technologies. They made their jobs harder and hindered productivity.

Challenges Faced

Several issues blocked the client's efforts to improve its maintenance and warehouse processes. These included:

- Reliance on outdated paper-based data capture and sharing that wasted time and resources
- Lack of complete and accurate information to help decision makers take prompt and appropriate action
- Inadequate work order assignment and management practices that resulted in higher fuel consumption and vehicle maintenance costs
- Differing and non-integrated technologies that created scaling and consistent process execution problems

ABOUT THE CLIENT

Headquarters: U.S.

Industry: industrial, medical, and specialty gasses

ERP System: SAP

What the Client Wanted

The company sought a mobile-first solution to give its frontline workers access to cutting-edge digital transformation technology. The application needed to improve their daily work lives. It also had to be easy to use in an everyday, real-world situation. The selected solution must:

- Enable maintenance technicians to create, access, view, and complete work orders in the field from a mobile device
- Provide a mobile platform for the purchase requisition and purchase order approval process
- Deliver supervisors real-time visibility into frontline activities that would allow them to respond quickly to issues in the field and improve planning

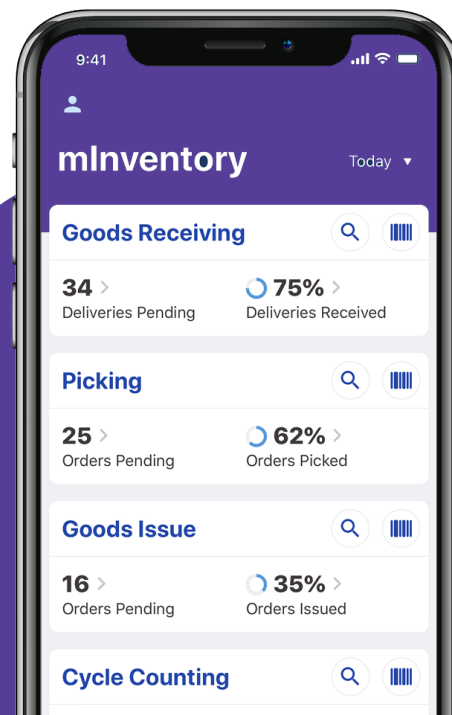
Finally, the client wanted a vendor capable of helping its frontline workers successfully navigate change. A robust organizational change management program would boost user adoption and maximize the company's return on investment.



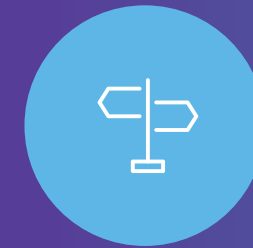
Why the Client Selected Innovapptive

The company was impressed with how Innovapptive's solutions were intuitive and easy to use with little to no training. Each featured superior UI/UX, something the client's then-current technology lacked. Innovapptive solutions also delivered seamless integration with SAP. The company liked how mWorkOrder, mInventory, and RDF were configurable for specific roles and geographies, making them applicable to their frontline workers in the maintenance shop and the warehouse.

The client additionally appreciated Innovapptive's plan for a quick implementation. This plan included a tailor-made change management strategy to help the company's frontline workers accept and embrace the new technology. The company stressed a high user adoption rate as it would improve overall productivity, reduce unnecessary tasks, and allow the client to achieve a high return on investment in the system.



Why Seven Out of 10 Organizational Transformation Efforts Fail



Poorly conceived aspirations and expectations

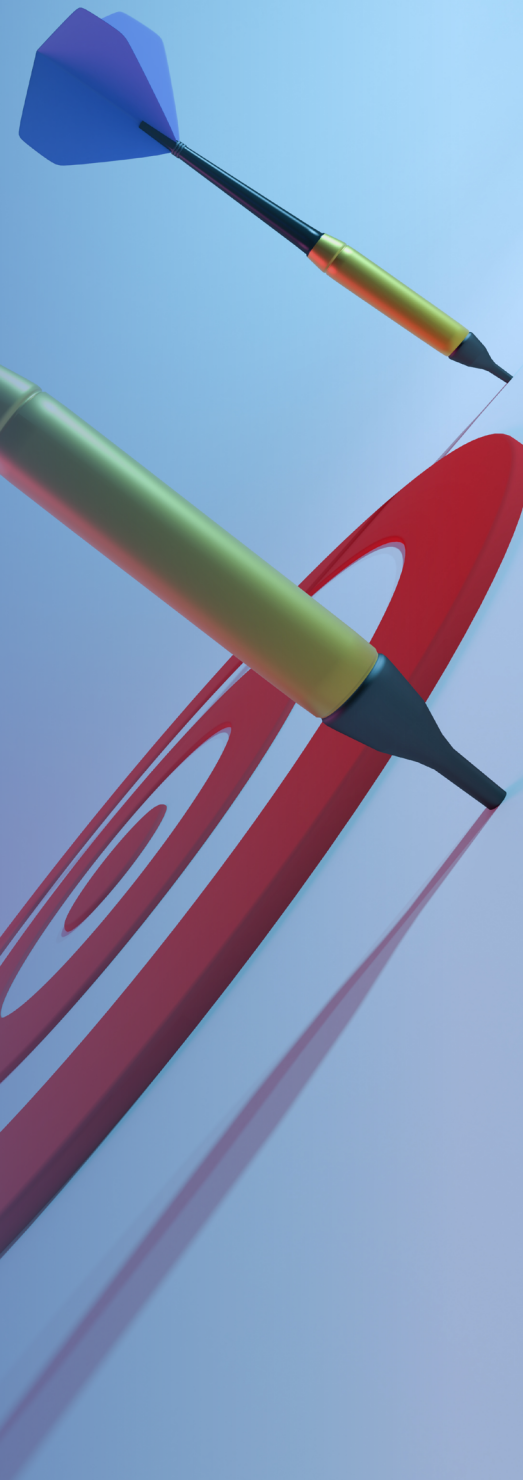


Lack of skills to implement change



No change in management structure

McKinsey



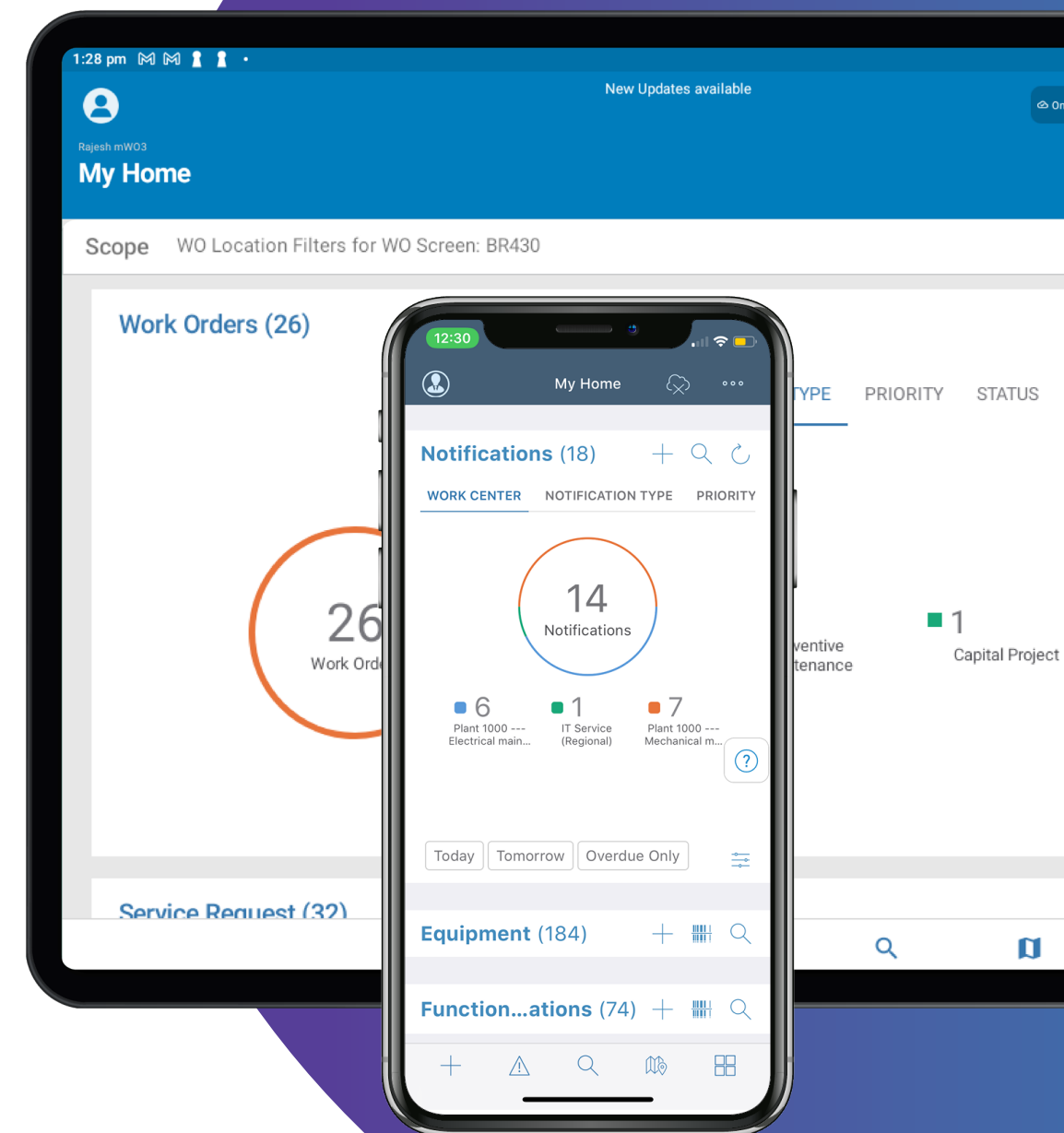
Solutions

Innovapptive provided the client with three integrated mobile solutions:

mWorkOrder provides an end-to-end work management application that supports preventive and predictive maintenance strategies that let maintenance teams move away from the inefficient and reactive “run-to-fail” approach. Frontline workers using mobile devices such as smartphones, scanners, tablets, and wearables fulfill maintenance work orders and perform inspections, operator rounds, equipment checks, etc. With these devices, operational data automatically uploads instantly to SAP. Eliminating manual data input boosts wrench time. It also cuts administrative costs.

mWorkOrder also increases communication between field technicians and supervisors. Managers can create and issue digital work orders and follow the progress in real time. Supervisors instantly receive work order updates and can send push notifications to their employees’ mobile devices to notify them immediately of tasks or other information.

One of mWorkOrder's advantages is the ability to create emergency work orders in seconds without having to chase down others in person. Time is crucial during emergencies. Quick remedial or corrective action can mean the difference between a short, inconvenient production outage and a costly and lengthy unplanned downtime incident. When equipment breaks down, an authorized user can create, issue, and assign a work order on the fly. Technicians are immediately alerted to make appropriate repairs, minimizing risks and wasted time.



mInventory integrates third-party barcode scanners and peripherals (or even the device's camera) to deliver a more efficient and accurate inventory-counting process. Gone are the cumbersome paper forms, tally sheets, and tickets that lead to frustrated employees, missing information, and incorrect counts. Instead, workers use a digital process to count, with continuously updated totals. This capability delivers accurate, verified data to key stakeholders, enabling them to make more informed, knowledgeable warehouse management decisions in real time.

Goods Receipt and Goods Issue represent two critical warehouse functions. mInventory automates and simplifies these vital tasks. Now, warehouse clerks can receive goods and process them without touching or filling out paper forms. They can immediately scan the incoming items and enter information into the back-office system via the good's barcoded label. Or, if the incoming goods lack barcodes, mInventory can use Optical Character Recognition (OCR) technology to scan whatever comes with the item to create a label at the point of application and a record in the back-office system. Goods Issue aligns in real time with SAP to identify and track items. Since frontline workers enter all information, tasks take less time and are without the errors found in paper-based forms and data entry.

RACE Dynamic Forms allows anyone to build robust mobile forms in minutes, revolutionizing field data capture. RDF converts paper forms into digital ones, empowering the field staff with a user-friendly and adaptive UI and delivering real-time maintenance and warehouse information to decision-makers.

RDF's key differentiation is its ease of use. No coding knowledge is required. RDF's intuitive configuration tools mean you can quickly convert paper forms to a digital experience for frontline workers. Edit or modify a form on the fly. Create new or update existing forms based on changing business requirements in minutes, even if the user has never before written a line of code. Once complete, push changes in real time for immediate field use. RACE Dynamic Forms integrates with mWorkOrder and mInventory, allowing you to embed these digital forms into your existing workflow and drive your processes

In addition to the above products, Innovapptive's Professional Services group aided the client in devising and implementing an organizational change management program that would ease frontline employees' transition to the new solutions and help them feel comfortable using them in their daily tasks. Innovapptive based this program on the ADKAR principle – awareness, desire, knowledge, ability, and reinforcement.



Words Mean Things

Organizational Change Management (OCM) is a framework for managing the effect of new business processes, new technology, shifting economic landscapes, or changes in organizational structure and culture within an enterprise. Simply put, OCM addresses the people side of change.

Penn State University

ADKAR aligns deliverables and work packages tied to the project life cycle and product deployment. Instead of a “sink-or-swim” approach, frontline workers instead gradually learn about the product and its uses in carefully timed stages. This ensures they're not overwhelmed or intimidated. This strategy makes for a smoother implementation with less resistance and higher acceptance.

Innovapptive also constantly communicated with stakeholders – particularly the change champions – at every step, soliciting input and feedback. The Innovapptive Professional Services team digitally conversed with stakeholders, building a high level of trust and rapport. Innovapptive's team laid out plans, answered questions, and allayed fears. During the super user training, the team consistently showed each site's change champions how the new technology worked, including features and functionalities. They also explained and demonstrated how the mobile solutions would benefit them by making their daily workflows easier to navigate and speeding up job completion.

“Awareness, desire, knowledge, ability, and reinforcement – or ADKAR – form the backbone of our organizational change management approach. Focusing on these five elements enables Innovapptive to help our client's employees embrace change and accept new technologies that will improve their everyday work lives.”

Sarvajit Narasimhan

Senior Project Manager Professional Services, Innovapptive, Inc.

Results

Innovapptive implemented mWorkOrder, mInventory, and RDF at several company sites across the U.S. Thanks to cooperation between the Innovapptive Professional Service team and company decision-makers, the client enjoyed a smooth solution rollout in only eight weeks. Once fully deployed at each site, the company reports a 90% user adoption rate.

“Leaders understood the importance and gravity of OCM in the overall success of a mobile solution implementation. They played a big role in the positive outcome of the project.”

Dipta Jyoti Maitra

Senior Organization Change Management Consultant, Innovapptive, Inc.

The client cites Innovapptive's participation in frequent demonstrations for this high level of success. The demos gave frontline workers a relevant and realistic view of the solution with scenarios similar to the tasks they would be performing. Innovapptive's dedication to building personal relationships with stakeholders and users also contributed to building trust and easing fears about change amongst its workforce.

“At Innovapptive, we're about more than just selling a solution. We want to be a trusted partner in our customer's journey. We always ask ourselves how this difference will change our customers' lives. What benefits will they gain? Do the frontline workers have the skill set to succeed with our solutions? If not, how can we provide that?”

Dipta Jyoti Maitra

Senior Organization Change Management Consultant, Innovapptive, Inc.



Looking to Build Higher User Adoption? Innovapptive Can Help

mWorkOrder, mInventory, and RDF are mobile-first applications that are intuitive and easy to use. They're digital transformation solutions that will improve your frontline workers' lives and are products they'll want to use, ensuring a positive rate of return for you. To learn more about how Innovapptive and our mobile work order and inventory solutions, schedule a free demo today or call **844-464-6668** to speak to an industry expert.



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