TeamWherx

How to Drive a Digital Transformation of Your Workforce

Whitepaper

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Introduction

Digitizing an organization is more than moving to the cloud or rolling out new technologies. Digital transformation means that an organization is evolving its processes and workflows so it can continue to scale and succeed in today's (and tomorrow's) marketplace.

More and more companies are embracing the concept of automation in order to give their employees more time to focus on serving customers, more meaningful projects which impact customer and employee satisfaction, and additional opportunities to drive greater profitability through the reduction of mundane and time-consuming administrative tasks. Digital transformation and automation go hand in hand, with companies increasingly wanting to reduce manual processes like data entry, paperwork completion, and work order scheduling.

What is Digital Transformation?

Digital transformation is the revolutionizing of outdated, manual processes using innovative new technologies. There are typically four key processes which can be revolutionized digitally: Time tracking, paperwork, task allocation, and reporting. By making these essential processes electronic, your organization can increase its profitability and productivity (as well as the overall experiences of your customers).

Why Workforces Need to Digitally Transform Their Processes

Workforces need to be able to do more with less when it comes to their existing resources, and a major part of this is by using digital transformation to give them more time each day. Digital transformation offers key benefits like saved time, increased accuracy, and reduced costs in your workforce, but moreover, it helps you consistently identify how to (and ultimately improve) your operational efficiency.

Workforce shortages, economic downturns, and the rising costs of resources are all continuous threats to companies' bottom lines. Digital transformation also offers an extra layer of protection for your business's profitability by giving you more room in your operating budget. Saving money and time normally spent on manually processing paperwork, work orders, or timesheets makes it easier for your organization to weather storms of economic uncertainty (as well as potential seasonal downturns). The time is now to get ahead of the curve on digital transformation.

What Are the Benefits of Digitizing an Organization?

Here are three essential benefits for your organization that make it worth the investment to digitize many of your business processes and practices.

1. **Keep from Falling Behind Competitively**

   As more and more organizations pivot to a digital-first strategy, staying in tune with the latest trends helps you remain competitive. If your competitors are using solutions like workforce management software that enable them to provide better customer experiences and take on more service requests from clients, it's important that you do the same to avoid being surpassed in the marketplace. According to a Gartner study, two-thirds of businesses now compete using CX (compared to only 36% in 2010)[2]. Digital tools can help provide the best customer experience possible, through both increased staff availability and quicker service. For example, electronic real-time scheduling and job assignments enable your organization to provide clients with more accurate service times, faster responses, and more personalized assistance. This is a key aspect of digital transformation that enhances your team's versatility and overall service to customers.

2. **Increase Efficiency and Capacity**

   With increased efficiency comes the potential for additional business to be secured. Digital transformation increases efficiency by helping your employees gain additional time to spend on only the most important tasks for your workforce. This concept goes with the aforementioned customer experience aspect of digital transformation too, as your employees (whether they're at HQ or are deskless) now have more capacity to serve customers each day. Eliminating the need for your employees to clock in and out at a stationary timeclock empowers them to do their jobs better, from virtually anywhere. Accepting payment for provided services via a device also improves the customer experience while accelerating cash flow.

3. **Reduce Errors and Get Smarter Business Insights**

   It's no secret that errors can cost companies countless amounts of revenue and customer trust. However, with the need to collect more data than ever so you can make the most informed business decisions possible, there's even more of an opportunity for flaws resulting from manual entry to occur. Digitizing the importing and exporting of data is more cost-effective and accurate, versus relying on manual entry and reporting. But why is an increased emphasis on data collection so necessary? According to Stephanie Burns of Forbes, one critical way that data helps organizations improve their processes is by decreasing costly, ineffective supply chain issues[3]. In addition to helping you create smarter business plans, real-time information also helps companies strengthen their supplies of resources, better prevent inventory shrinkage, and get a clearer overall picture of how their workforces and assets are performing in real-time.

How Does an Organization Develop a Digital Transformation Strategy?

Digital transformation starts with identifying the key areas of your business where automation could play a larger role. There are a few questions you can ask your organization:

- Who would benefit from digital transformation? Which roles?

- How can the customer experience (and clients' satisfaction) benefit from digital transformation?

- What processes that are time-consuming and repetitive can be automated and streamlined?

- Who should be involved in identifying where to initially digitize typical practices and how or when to roll them out throughout the organization?

- How will you measure the success of digital transformation (on qualitative and quantitative measures)?

How Do Businesses Digitally Transform?

Now that the importance of why organizations need to embrace digital transformation has been established, let's look at some aspects in which they can specifically do so.

1. **Eliminating Paperwork**

   Documentation is a regular part of any company's processes. By digitally transforming their paperwork, companies are able to complete their forms faster, with greater detail, and with fewer errors. Electronic forms also offer additional benefits to organizations, like reduced costs from a decrease in circulating and buying paper (and helping them make a push for a more environmentally friendly operation).

2. **Digitized Work Order Scheduling**

   Scheduling jobs is how companies based in field service assign work and efficiently serve their customers. By using a digital platform to manage these assignments and schedules, business leaders can have an easier time understanding who is available to take on more new work, better ensure that productivity remains streamlined, and reduce the time and costs associated with task allocation.

3. **Collecting Business Data in Real-Time**

   A digital workforce is a data-driven workforce. Using electronic tools to collect more information from the field about operations enables administrators to craft more intelligent business decisions that are backed by analytics. Data helps organizations identify hidden inefficiencies in their workflows and work to remedy them through newer and more intelligent strategies. A steady, uninterrupted feed of information from the field ensures your workforce is always in a position to adapt efficiently and stay consistently in-the-know.

4. **Integration with Third-Party Systems**

   Most businesses already have applications in place that they use to handle certain processes; however, being able to exchange data between these systems reduces the hassles and errors associated with manual data entry, giving employees additional time to work on more important tasks. Digitally transforming your workforce means eliminating as many unnecessary manual processes as possible (such as when having to enter the same data sets into multiple different applications individually). By integrating data, automation can play a large role in helping your workforce become more efficient, productive, and accurate.

5. **Innovating the Organizational Culture**

   Effectively training employees on new equipment or software that may be required to digitally transform the organization is certainly important, but so is gaining "buy in." Your staff should be aware of the purpose of why your organization is deciding to digitally transform, but also be excited about it. Besides the benefits of simply saving more time and money for the company, a digital transformation helps to further empower employees and allows them to be even more successful in their respective roles. Maintaining a positive, strong, and hardworking internal culture is something that is bolstered even further by eliminating manual processes. These processes may be holding the organization back from reaching its fullest potential, and with truly engaged and supported team members, you can ensure your digital transformation is as seamless and successful as possible.

These five ideas form the basis of a strong pivot toward digital transformation. With Actsoft's all-in-one platform for workforce management, your business can revolutionize its manual processes of the past and perform each of these functions electronically.

TeamWherx™, a Software Platform for Digital Transformation

TeamWherx™ is our all-in-one software solution that can help to digitize many of the things your workforce currently does. Our software is packed with multiple features in a single application to help you enhance the way your company conducts its business (through the power of automation). Here is a brief synopsis of each of its core capabilities, as well as their many benefits.

Job Dispatching: Schedule and reassign employees by sending digital notifications to their mobile devices. Manage all your company's work orders from an intuitive dashboard.

Wireless Forms: Easily create digital versions of your organizations' commonly used paper forms and receive them from the field nearly instantly.

Mobile Timekeeping: Eliminate the use of paper timesheets by allowing your employees to register time punches digitally from mobile devices.

Mobile Payments, Powered by Stripe: Use smartphones or tablets to process payments for completed services from the field (via number entry or a compatible Bluetooth card reader).

GPS Tracking: Keep electronic track of your assets, vehicles, and employees (during work hours) and make smarter decisions based on their real-time positions.

Intra-Company Messaging: Foster more frequent and quicker communication with your employees by digitally messaging them across virtually any distance.

API Integration: Import and export data from the TeamWherx™ application with many familiar types of third-party systems.
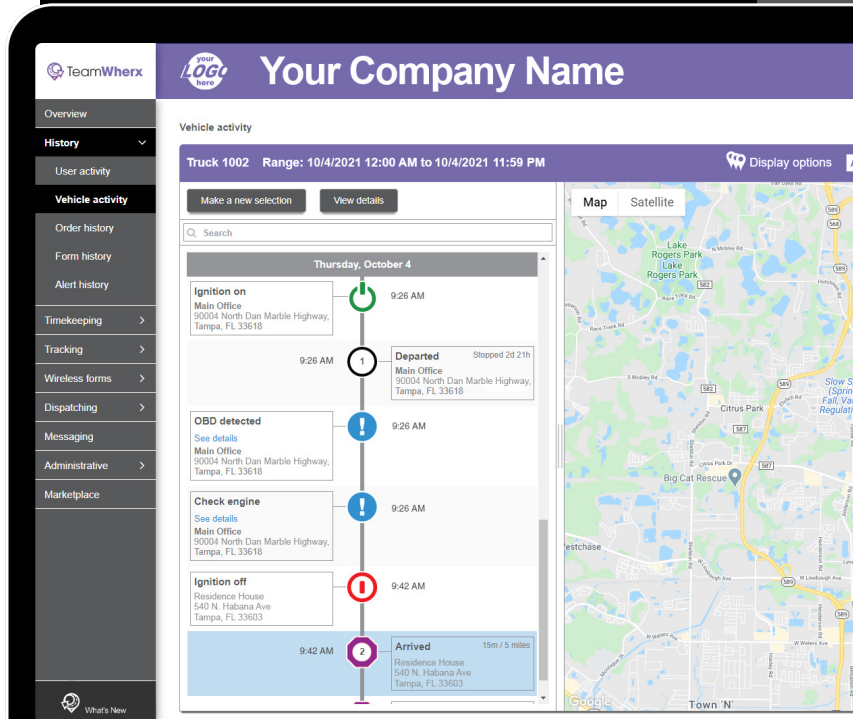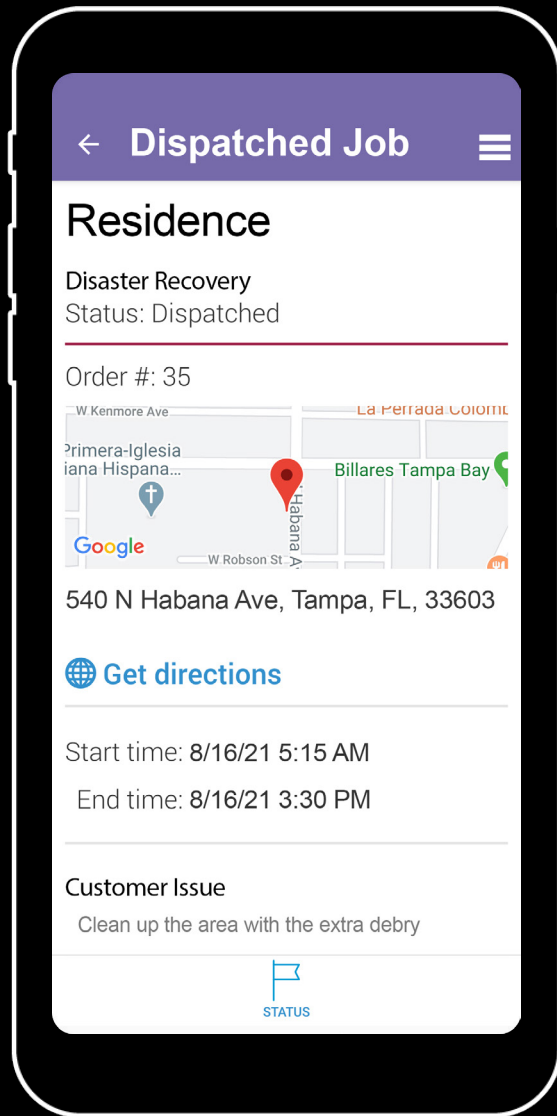
Digital Transformation Use Cases

Check out these examples of how businesses across multiple different industries can use our solution to electronically revolutionize their processes and reap the benefits of doing so.

Use Case: Construction

A construction company was spending too much time on its paper safety and compliance checklists. These forms were lengthy, confusing, and easily lost and illegible. With TeamWherx™, however, they were able to complete and process digital copies of their safety and compliance sheets, saving them time. Decision logic allowed their employees to enjoy a simpler experience while they completed these essential forms by only presenting them with necessary fields to fill out (based on their previous answers). As a result of digitizing their paperwork, the construction company could increase their annual savings on paper costs by nearly 100%.

Use Case: Plumbing

A residential and commercial plumbing business was dispatching and assigning its orders/service requests via phone calls and paper forms, which slowed down operations and added unnecessary confusion to the process. They required a way to help streamline and automate things (so that they could reduce their overhead costs and serve more customers daily). TeamWherx™ allowed the plumbing company to send new work orders to the mobile devices of their plumbers in the field. They could also complete important forms to document service digitally using the application, reducing paperwork expenses and enabling them to get faster, more accurate information. As a result of electronic dispatching, their plumbers could average a completion of one more service request each per day (driving revenue higher for the business).

Use Case: Transportation

A transportation company needed to acquire data on where their drivers and company vehicles were during business hours. This would help them get a better understanding of what was going on in the field, ensure their vehicles were always secure, and make it simpler to reroute their available drivers when new assignments came in. With TeamWherx™, the transportation company could track all the important assets of their workforce, as well as employees during shift hours. This helped them raise productivity, accountability, and equipment security across their entire operation and made it easier for them to make efficient adjustments to assignment schedules. By tracking their employees and vehicles in the field, they could increase output by almost 20%.

The Future of Digital Transformation

It's almost a guarantee that the future will see even more companies looking to undergo a digital transformation of their operations. Paul Daugherty, Accenture's Group Chief Executive/Technology and chief technology officer, recently [shared](#) that many organizations are only 20 to 30% complete with their digital transformation[4]. With additional competitive and economic pressures, even more organizations will likely pivot to a data-driven operation.

Heading into the future of workforce management, it's critical to have an application that is continuously innovating. For workforce management and data collection needs, choose TeamWherx™. Replace your business's outdated, manual processes with electronic alternatives using our platform, and also gain deeper insights that help guide better decision-making.

Our platform receives regular enhancements, cementing it as one of the most cutting-edge and ROI-delivering applications available. We're standing by and ready to help you increase your company's profitability and productivity by revolutionizing the way it does business today.

To start driving a digital transformation of your workforce, schedule a free demo of TeamWherx™ here:

https://www.actsoft.com/request-a-demo/

Footnotes

1. Morgan, Blake. "50 Stats That Prove The Value Of Customer Experience." https://www.forbes.com/sites/blakemorgan/2019/09/24/50-stats-that-prove-the-value-of-customer-experience/?sh=579da9d34ef2. Forbes, 24 September 2019. Accessed 25 July 2022.

2. Pemberton, Chris. "Key Findings From the Gartner Customer Experience Survey." https://www.gartner.com/en/marketing/insights/articles/key-findings-from-the-gartner-customer-experience-survey. Gartner, 16 March 2018. Accessed 25 July 2022.

3. Burns, Stephanie. "3 Ways Data Is Helping To Improve Business Efficiencies." https://www.forbes.com/sites/stephanieburns/2020/12/02/3-ways-data-is-helping-to-improve-business-efficiencies/?sh=6464edd74603. Forbes, 2 December 2020. Accessed 25 July 2022.

4. Afshar, Vala. "Accenture: Technology is providing the resilience that businesses need at uncertain times." https://www.zdnet.com/article/accenture-group-chief-executive-paul-daugherty/. ZDNet, 12 July 2022. Accessed 25 July 2022.