

# The Buyers Guide to building a Connected Workforce



# Smart Manufacturers and Supply Chains have Connected Workforces

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 with each other allowing you to **Get it Right the First time and Every time!**

The market for individual solutions such as a Learning Management systems, Digital Checklist systems, Continuous Improvement systems or Employee Communications Apps is extensive with no shortage of options to choose from. Therefore, it can be difficult to know what is important for your business when it comes to selecting the right choice and how all these individual solutions integrate and sit together.

It can be a big undertaking and involve numerous departments to come together to make a final decision. This Buyers Guide will give you the necessary information for the **Planning, Evaluation and Decision** process when seeking to select the best fully integrated **Connected Workforce** solution for your Business.



## Planning: What to do before beginning your partner search

Manufacturing and Supply Chain companies face unique challenges when it comes to fully connecting their entire Workforce – both the **Desk based** and the **Deskless Employees**. Before you evaluate any potential digital solutions, it is important to understand the challenges you currently face and what your desired outcomes are for your new system.

Ask yourself  
“What does good look like in 6, 12, 24 months and what challenges are you currently facing?”



Remove all your paperwork and improve day to day workflows



Improve compliance for certifications and auditing



Identify and close skills gaps and be more resilient



Recruit and Retain colleagues better



Transfer Knowledge from the experience to the inexperienced



A fully engaged workforce for Continuous Improvement



Providing accessible training to Deskless workers



Integration and alignment with other systems



Effective communication with everyone, including the Frontline workers

With your goals and needs clear in your mind, it's time to evaluate the market for partners. We've compiled a detailed list of questions to help you confidently choose the right **Connected Workforce** Platform and Partner for your business.

# Evaluation: Narrowing your Search to 1 or 2 potential partners

There are **Two Distinct Parts** to your Connected Workforce partner decision:

1

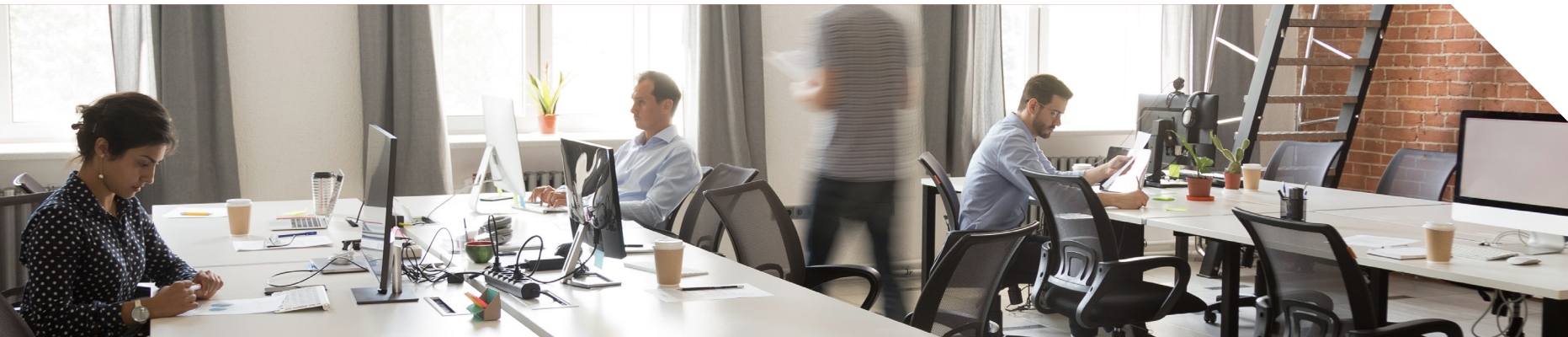
**The Vision and Customer Success model used by the partner and;**

Only when the two of these align perfectly to the needs of your Team and your Business will you return the maximum value and **Return on your Investment**. A good platform with a poor partner team will fail to deliver the value and likewise a good partner team with a feature poor platform will also fail to deliver that value.

2

**The Features of the Connected Workforce partner platform.**

Remember... **Technology solutions don't drive positive business outcomes, it is a change of employee behaviour that does that.** So it is really important to evaluate potential partners based on demonstratable changes in employee behaviour they have delivered elsewhere.





## Evaluation: Partner Vision and Customer Success Model

In relation to the **Vision and Customer Success model** of the potential partners you are evaluating you should seek great answers to the following:

How will you help support my company's unique mission, vision and goals?

How will you help us deliver on our Connected Workforce goals?

How do you measure the value and ROI?

How do help us get the most value from your solutions?

How many customers do you have and what is their average tenure?

What is your customer retention rate?

In what ways do you enable your customers to learn and share best practices from each other?

How do you measure, monitor and ensure customer satisfaction?

What makes you stand apart from your competitors?





## Evaluation: Platform Features - SOP's / Documents / Checklists / Work Instructions

It is important that all your **Operational Documents** are easily managed within your new Connected Workforce solution. Access to current and up to date versions of documents across your business ensures all employees are receiving the right information at the right time.

Are documents and SOPs saved and managed in a central location?

Can employee signatures be captured electronically on a tablet in the flow of work?

Does the platform support multiple file types?

Does the platform have Document Text to Speech capabilities?

Is there a robust document approval and control process?

Does the platform provide robust version control and up-revision?

Are non-compliance items easily visible and tracked?

Can multi media be attached to documents – Videos, Image, Voice etc?

Can you build detailed personal and job role skills matrices from documents?

## Evaluation: Platform Features - Knowledge Creation and Access

**Creating and Sharing knowledge** across your entire business is central to a Connected Workforce strategy with **Blended Learning** a core feature set. It is especially important for the Manufacturing and Supply Chain Industries as employees could be out on the warehouse floor, at a work station or on the road.

Does the platform provide rapid video creation tools?

Does the platform have easy access tools like QR Codes?

Does the platform support Video Captions and Translations?

Does the platform provide authoring and publishing options?

Is there a ready to go set of learning content like eLearning courses?

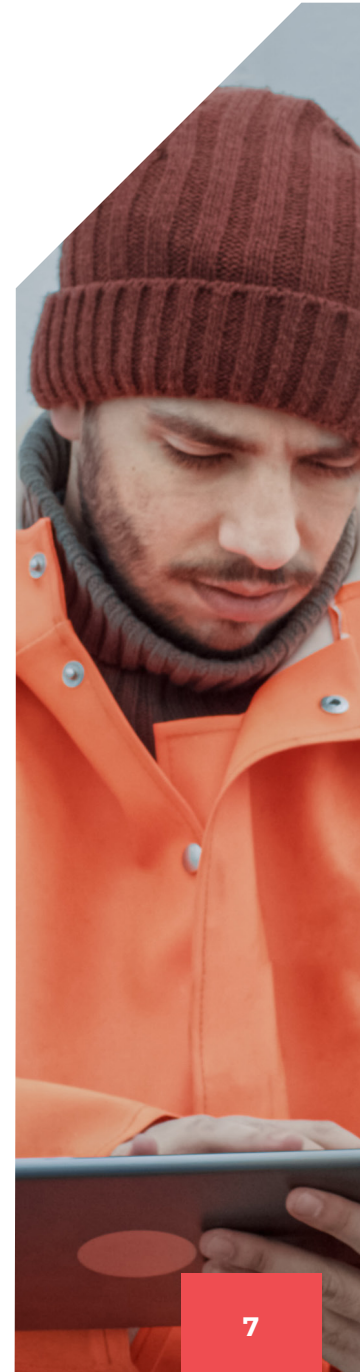
Do the Learning tools meet the needs of deskless workers?

Can course material be provided to employees at the point of work?

Can training be offered for both online and offline environments?

Can you import and continue to use your current course material?

Can Learning be accessed on multiple devices, such as tablets for on-the-job / in the flow of work learning?



## Evaluation: Platform Features – Compliance and Reporting

Maintaining a **High Compliance Rate** is crucial for a successful Manufacturing and Supply Chain business. Ensuring that you can prove compliance at the click of a button can help eliminate the risk of audit failure and avert potentially severe damage to your brand. Solutions built with a high focus on meeting compliance standards enable you to more easily identify potential safety and compliance risks.

**Detailed Reporting is Crucial** as robust reporting features not only help managers identify skills gaps, it also provides compliance related information to auditors as and when it is needed.

Are compliance items standard and consistent across all locations?

Are training items easily accessed for auditing and certification purposes?

Are alerts automated for non-compliance items that present a risk?

Are there any AI / data intelligence reports?

Do reports provide compliance-related metrics?

Can the system generate site-wide and group-wide reports?

Does the system allow custom reporting dashboards?

Are there options for automated reporting?

Can reports be exported to a variety of formats?

Does the vendor provide regular, value-based and ROI reports.





# Evaluation: Platform Features - Integration, Security and Accessibility

There are many solutions that stand alone and work really well for a single particular purpose but **Connected Workforces require Connected Solutions.**

Is the partner a single solution provider or a Connected Worker Platform provider with multiple solutions all in one platform?

Is the User Interface accessible and user-friendly?

Does the platform provide Single Sign-On as an option?

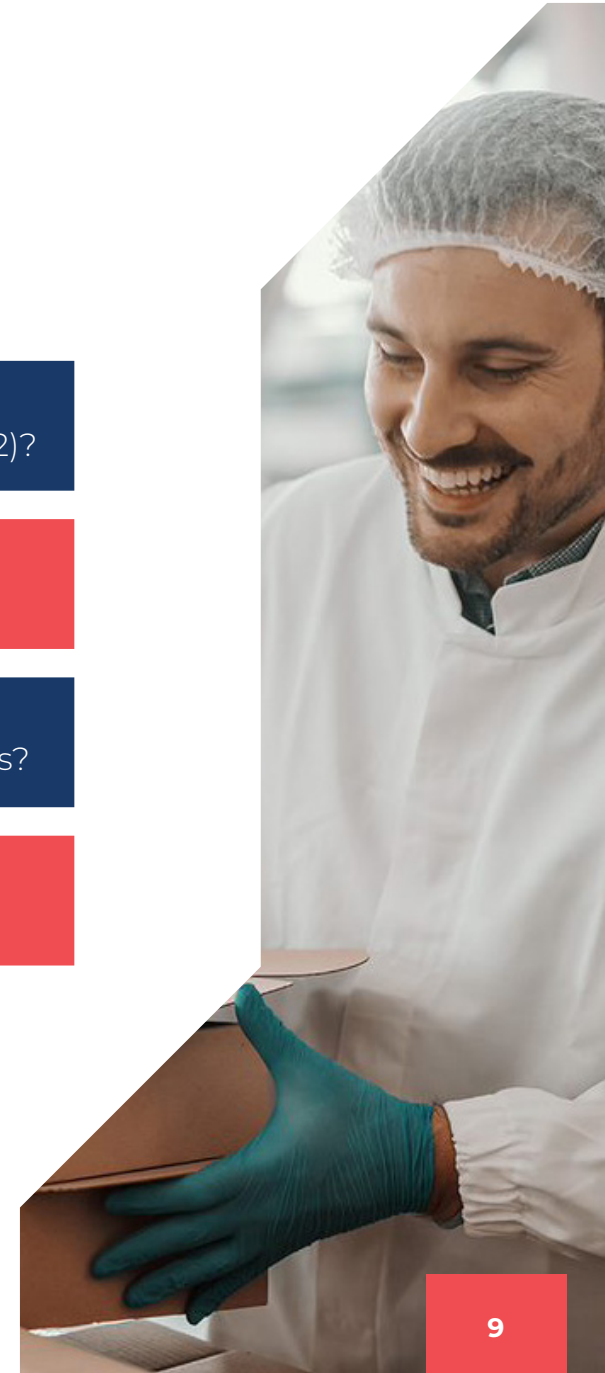
Does the platform have API support for Data Lakes and other platforms?

Does the platform meet the latest Security Standards (ISO27010 or SOC 2)?

Does the platform support multiple languages?

Does the platform have existing integrations with HR and ERP systems?

Does the vendor provide adequate onboarding and continuous support?



## Decision: Time to make the right choice!

It is important to select the Connected Workforce partner that has been **Active and Focused in your Industry**. Individual solutions are in no-short supply but they are rarely designed for a specific Industry which means that many solutions will not be the ideal match for your Connected Workforce strategy due to lack of Manufacturing and Supply Chain industry experience and knowledge.

Once you have narrowed your selection down, ask a few final questions to ensure you have made the right decision.



Ensure pricing is transparent so you know exactly what you're getting



Look for customer testimonials and case studies – ask to talk to an existing customer



Ensure your vendor of choice is financially stable as they will become a long-term partner who can offer ongoing guidance and support



Make sure you have the ability to scale usage of the chosen platform as you grow your business

**And finally...** do you like the Partner Team? You will be leaning on and working with them for a long time so make sure you get on well!

# Nvolve is different to all other Connected Workforces solutions

Nvolve will help your business **stand out from the crowd** when it comes to Workforce and Operational Excellence. To do this we have ensured the **Nvolve Approach, Nvolve Team** and the **Nvolve Solutions** also stand out from crowd.



## Connect your entire Workforce, including the Deskless!

Digital Tools to encourage all your employees to aim for Operational Excellence, including your Deskless Workforce



## Digital Work Instructions, SOPs & Checklists

Full multi media including Text, Speech, Images and Videos. Use QR Codes to access knowledge seamlessly and go fully Paperless by capturing eSignatures on the Frontline



## Crowdsourced Video Knowledge

There is wisdom in crowds and with Nvolve your entire workforce can create “How to Video Knowledge” at scale across your entire business



## Global and Site Level Analytics and Reporting

Nvolve is available in 15 Different Languages and is used by companies around the world every day. Thousands of digital impacts take place each and every day across all our customers with detailed Group and Site based Reporting.



## Blended eLearning Toolkit Built In

No need for a second LMS - easily add all your existing eLearning content, create new eLearning using the Nvolve eLearning creation tool or access Ready to Go eLearning and then deliver Online, Offline or in Groups.



## Branded Employee Mobile App

Connect, Engage and Communicate with your Entire Workforce on their own device, even those who do not have a company email address



## The Nvolve Partner Marketplace

A wide range of fully integrated partner solutions to help you accelerate your journey to Workforce and Operational Excellence even faster!



## Enterprise Grade Confidence and Integrations

Integrate with or export your data to Business Intelligence and Data Lake solutions with tools like Open API, Webhooks, SSO and Bulk Data export / import. Nvolve is ISO27001 certified, GDPR aligned, GAMP5 Validated and Privacy Shield Certified



# A Connected Workforce requires Connected Solutions

Manufacturing and Supply Chain solution silos such as HR, ERP, MES, QMS or LMS cannot deliver on a Connected Workforce strategy. Nvolve solves this problem by having multiple Connected Workforce solutions integrated into one **Unified, ISO27001 Certified and GAMP5 Validated platform.**

Our platform is fully modular with bespoke implementation pathways allowing you to decide on your own Connected Workforce Road Map with a timeframe that suits your team and your business.



## Learning Management

Digitally Transform Work Instructions, SOP's, eLearning and all your Learning Programs



## Continuous Improvement

Digitally capture and manage your improvement ideas using PDCA and Reward programs



## Employee Communications

Enhance employee communication with Company News, Push Notifications, Pulse Survey and more



## Recognition and Reward

Reward your workers so they are encouraged to change their day to day behaviour to achieve your Operational Excellence goals



## Performance Management

Manage employee goals to drive business outcomes and create Personal Development Plans to align goals to your core values



## Nvolve QX

Nvolve QX is designed specially for Quality, Maintenance and Auditing teams to digitally transform Checklists, Auditing and Supplier Relationship Management.



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