

CHECKLIST

GETTING STARTED WITH INTELLIGENT INTERACTIONS

INTELLIGENT INTERACTIONS ARE KEY FOR ASSET-INTENSIVE ORGANISATIONS THAT WANT TO KNOW MORE ABOUT THEIR ASSETS AND DRIVE MORE EFFICIENCY

Intelligent interactions help your field staff spend their time on the work they are best at. Rather than filling out multiple Word docs and spreadsheets, intelligent interactions help field staff create information in apps, using voice recognition and even AR. This means everything goes to one place, in real time, giving you richer data about the state of your assets.

At the same time, intelligent interactions make life easier for your staff. Rather than look at static checklists, PDFs and printed documents, they can use dynamic intelligent interactions to figure out what needs to be done and how to do it. This is faster, easier and more satisfying. But there are some building blocks you need to have in place before you start your intelligent interactions journey. Take a look at this checklist to see six things to think about with intelligent interactions.

GETTING STARTED WITH INTELLIGENT INTERACTIONS

/ 01

WHAT IS POSSIBLE IN OUR BUDGET?

The first step is to take a hard look at your budget and make some estimates around what is possible. What level of intelligent interactions are you currently using? If you're currently using pen and paper, it will take longer and cost more than if you are already using apps with dynamic information, although with new technology intelligent interactions can function with much smaller data sets, which reduces a barrier faced by companies new to intelligent interactions.

/ 03

HOW DO INTELLIGENT INTERACTIONS FIT INTO YOUR OVERALL PLATFORM DELIVERY PROGRAMME?

You likely have an overall platform delivery programme. Intelligent interactions should work with this programme, rather than alongside it. Identify opportunities within the overall platform delivery programme – this will help you to define the highest-impact areas for intelligent interactions.

/ 05

HAVE YOU CONSIDERED ORGANISATIONAL CHANGE?

Intelligent interactions are about more than just technology. You will also need to get people to use the new systems and processes. This will require some change management on the implementation side. At the same time, you may need new skillsets to manage your new intelligent interfaces – which will involve new teams and upskilling existing teams. Having a rough plan for these changes ahead of time saves you time and effort down the path.

/ 02

HAVE YOU SCOPED OUT YOUR INNOVATION?

At their core, intelligent interactions are innovation. A general rule of thumb is that 70% of your innovation should be to existing processes, 20% adjacent to those processes, and 10% “moon shots.” Now that you have a rough budget from step 1, you can apportion that budget according to this 70/20/10 rule.

/ 04

DO YOU HAVE AN IMPLEMENTATION PLAN?

This is about categorising ideas according to their effort and impact. Ideally, you want to focus on the lower-effort, higher-impact ideas first, then work your way down. You will also have internal constraints to think about. It's important to have some sense of a plan beforehand, because that plan will tell you the best sequencing for each project component.

/ 06

DO YOU HAVE A PROJECT FRAMEWORK IN PLACE?

Now it's time for the details. Which team is in charge of which components? What are your deliverables? Where are the dependencies? It's also useful to look at project governance structure at this stage, so that it's very clear where to escalate things and who needs to keep the overall project on track.

GET IN TOUCH FOR MORE INFORMATION
GET MORE OUT OF YOUR ASSETS AND PEOPLE

TALK TO US