



Early Warning Signs

That Your Deployment is Going Badly

“Help!” from the Help Desk

Your Help Desk is swamped with calls early in the deployment. They begin to point out that new users are clueless. You tell them it will just take time for people to get it...

Software horror stories

You hear lots of rumors, but when you run them down, they're just misunderstandings. In other words, they're not software problems: they're user problems.

Device difficulties

Some users are panicked; some are fuming. They lost their data. Their batteries run down too quickly. Their screens go dark. You check with the manufacturer, then with the users. You find that some of the basic hygiene of mobile devices is not well understood – device settings, syncing, charging procedures. Why?

Postponement

District managers ask if they can postpone the deployment or eliminate it in their district. Not good.

Special needs

A few districts start holding their own “special” training sessions instead of (or in addition to) yours. Why is this necessary?

Helpful suggestions

Proactive learners assemble lists of suggestions for items that should be covered in the training. You check with your trainers and you're told they will be covered from now on. Hmm, why weren't they included from the beginning?

Refusal

After a few months, you hear about a district manager who has told his people not to use their mobile devices until the company gets its act together. He says everyone's having trouble and wasting valuable sales time. He's exaggerating, isn't he?

Investigation

You're asked to do a survey to see how many people are actually using their mobile devices. You suspect the results will be bad, and think maybe you should have monitored this from the beginning.

Evidence

You encounter members of the sales force and it seems that they never have their mobile devices with them. They either have an excuse or they say something eye-opening such as: “well, I really don't need it that much.”

Get the full story.

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