Vodafone Click Software upgrade with Rapid Launch™

CASE STUDY

CLIENT ISSUES

Vodafone wanted to provide a range of functional enhancements to their Click Software alongside an upgrade to the Web Client. This would deliver an updated modern user access point to all the new scheduling functions. The aim was to reduce deployment costs and the need for client maintenance and installation efforts associated with a Windows Client. The Web Client approach allows the solution to be delivered to remote operation centres by providing visibility of work to Field Engineers. It also supports an option to work with contractors.

There had been a perception of poor performance and inaccurate travel times that may have resulted from the use of an outdated dataset. The optimised scheduling tools would drive improved productivity by scheduling tasks as-soon-as-possible while also minimising engineer travel times. To drive this decrease in travel time the ServiceOptimization tools would also increase 'same site' work, so eradicating or reducing the number of occasions where an engineer arrives on site only to find another engineer in attendance.

Having conducted a ClickSoftware health check as part of the upgrade review, Vodafone acknowledged their Schedulers were not fully utilising the existing Click Windows v7.5.7. To maximize the upgrade features Vodafone adopted DNASTREAM Click Rapid Launch™ Libraries and training methodology. Vodafone also opted for the Rapid Launch™ Cloud based Learning Management System. and Field Users, and provide evidenced based reports on competency.

DEFINING THE PROJECT

Client:	**Vodafone**
Business Division:	**Technology Enterprise Services**
Location:	**Bracknell, UK**
Industry:	**Retail**
Project value:	**£75K**

Project summary:

Vodafone upgraded their ClickSchedule software to achieve significant operational improvements through the new ServiceOptimization functionality.

DNASTREAM were tasked to develop a robust method of knowledge transfer to support both their Dispatch and Field User Teams. More importantly we were able to reduce the down time by providing a training delivery platform that replicated the iPad Mini device being adopted in the field.

WHAT WE DID

Vodafone adopted the DNASTREAM's Rapid Launch™ Project LMS portal and custom built content libraries to support their Click Software upgrade. The content mirrored the final build. The Train the Trainer courses specifically replicated the ClickSchedule system design that Schedulers and Field Engineers would see daily.

- There were over 35 eLearning simulated tutorials and 25 assessments deployed to the portal to support the Scheduling and Field Engineering Training delivery.
- Vodafone approved the Curriculums and we were able to follow corporate guidelines on design and branding before publishing.
- DNASTREAM worked with Vodafone IT to get uploads of the system configuration files and data. This enabled E2E scenarios to be tested before the final content was developed.
- All course materials were reviewed and approved by subject matter experts before the Train the Trainer courses were delivered via the Rapid Launch™ LMS for the project training and then migrated to the Corporate LMS for business as usual.

OUTCOMES

DNASTREAM structured the Click Schedule and Click Mobile eLearning role based courses aligned to the new system design and processes.

The Rapid Launch™ approach supported change management by engaging with the existing Click Schedule teams so they could adopt the new functionality and style of learning.

The Train the Trainer classes realised a 90% adoption within two weeks of training delivery.

Vodafone provisioned a 6 month cut over between the Windows to the Web environments to ensure the 100 Dispatchers had sufficient time to adopt the new functionalities and procedures. In fact Rapid Launch™ saw this cutover being completed in 2 months.

Field Users were trained remotely using the Rapid Launch™ LMS which increased adoption rates and, reduced business disruption and therefore costs.

The Rapid Launch™ LMS allowed users to self-serve resulting in virtually no support calls.

TESTIMONIALS

"Thank you so much for your dedication to get this project delivered on time – it has been much appreciated."

Vanessa Elliott, Programme Manager, Vodafone UK

"DNASTREAM supported Vodafone Fields Management Service with our ClickSchedule upgrade and new ClickMobile Mini IPad deployment.

Our existing Despatch Centre Teams learnt very quickly because of the quality of the Rapid Launch portal and user friendly training materials."

Shaun Phillips, Field Services Manager, Vodafone UK