



Going Wireless - Objectives Checklist

Who and What	Benefit	Measurements
<p>Customers</p> <p>Enables them to interrogate their order/delivery on our system anywhere, anytime.</p> <p>Relationship with our sales team.</p> <p>Self service ordering.</p>	<p>Fewer order changes and cancellations. Customer satisfaction should rise with this greater predictability.</p> <p>Customer retention. Sales team able to do deals. Able to reduce level of returns.</p> <p>Rise in departmental purchasing and higher incidence of lower value individual orders, but as price book items and at a fixed discount. Lower cost of sale. Reduce month-end sales insanity creates smoother manufacturing flow and cash flow.</p>	<p>Reduction in order changes and cancellations.</p> <p>Rise in sales. Increase in deals on old stock and take up of special offers. Reduction in returns.</p> <p>Smoothing of purchase flow. Reduced debtor days.</p>
<p>Employees</p> <p>Work at any location, anytime.</p> <p>Simplicity of applications.</p> <p>Motivation.</p> <p>Work/life balance.</p>	<p>Ability to complete expenses and other admin immediately - cash flow benefit to employee, reduced credit exposure to company. Diary management in real time.</p> <p>Specificity of hand held tools over standard PCs. Cheaper to install and support. Foolproof. Accurate data entry, as functionality is specific.</p> <p>Employees feel valued and cool.</p> <p>More productive working hours - utilising travelling time but saving weekends.</p>	<p>Improved speed in expenses etc., Reduced number of administrators. Convenience provides improved satisfaction measurable in employee survey.</p> <p>Cost of installation and support can be measured and contrasted. Also measure clean vs unclean data entries.</p> <p>Employee satisfaction survey results.</p> <p>As above, plus actual productivity upturn as business processes are speeded up.</p>
<p>Financial</p> <p>No new extra buildings.</p> <p>More flexibility in existing buildings.</p> <p>Cost per employee.</p> <p>Productivity.</p>	<p>Zero incremental cost of real estate, negotiation fees, management time.</p> <p>Able to reconfigure buildings cheaply. Few building constraints.</p> <p>Employees can hot-desk anywhere in the building. Cafeteria etc. becomes working space for 5 hours per day.</p> <p>Speed of response in e-mail has been assessed as providing a 30 per cent improvement in productivity with working hours.</p> <p>Customer orders are logged immediately. No need for sales force to leave sales area for admin tasks/order logging - saving in travel expenses.</p>	<p>Savings in opportunity cost.</p> <p>Savings in real estate budget.</p> <p>Savings, plus the ability to sweat assets.</p> <p>Time sheets should record improvement. Reduction in incidence of stress and unspecified sickness. Production batches easier to forecast. Admin processes smoothed. Expenses reduced. Increase in levels of sales calls.</p>
<p>Innovation</p> <p>PR, branding, image.</p> <p>Leadership.</p> <p>New efficiencies (e.g. real 'lights-out' warehousing with RF tags).</p> <p>New models: content for other portals, our own portal.</p>	<p>Seen forward looking, investing wisely to lead.</p> <p>Other companies wish to partner and benefit from potential advantages.</p> <p>Innovation for competitive advantage.</p> <p>Opportunity to reconsider who we are.</p>	<p>Favourable press and analyst coverage. Invitations to speak. Visibility with potential investors.</p> <p>New relationships within current vertical integration and offers to enter new areas collaboratively.</p> <p>Cost reduction. Speed to respond to customer needs.</p> <p>Metamorphosis for competitive advantage/ customer retention when competitors may be changing.</p>