Tomorrow's Team

The Role of Digitalisation in Training & Upskilling the Workforce

INT0WARE

Contents

Introduction

We're living in uncertain times. Many industries continue to face a skills crisis and artificial intelligence is here to stay – changing the way businesses and workers operate.

In this eBook from digital workflow specialists Intoware, we explore the role digitalisation has to play in helping organisations navigating both the challenges and opportunities that exist at present, focusing on upskilling frontline workers and capturing the right data to ensure a smoother transition into the digital age.

> " **Digitalisation holds the key to more informed ways of working and can open the door into new opportunities – but it's vital that the movement has people at its heart.** "

Keith Tilley
CEO, Intoware Ltd
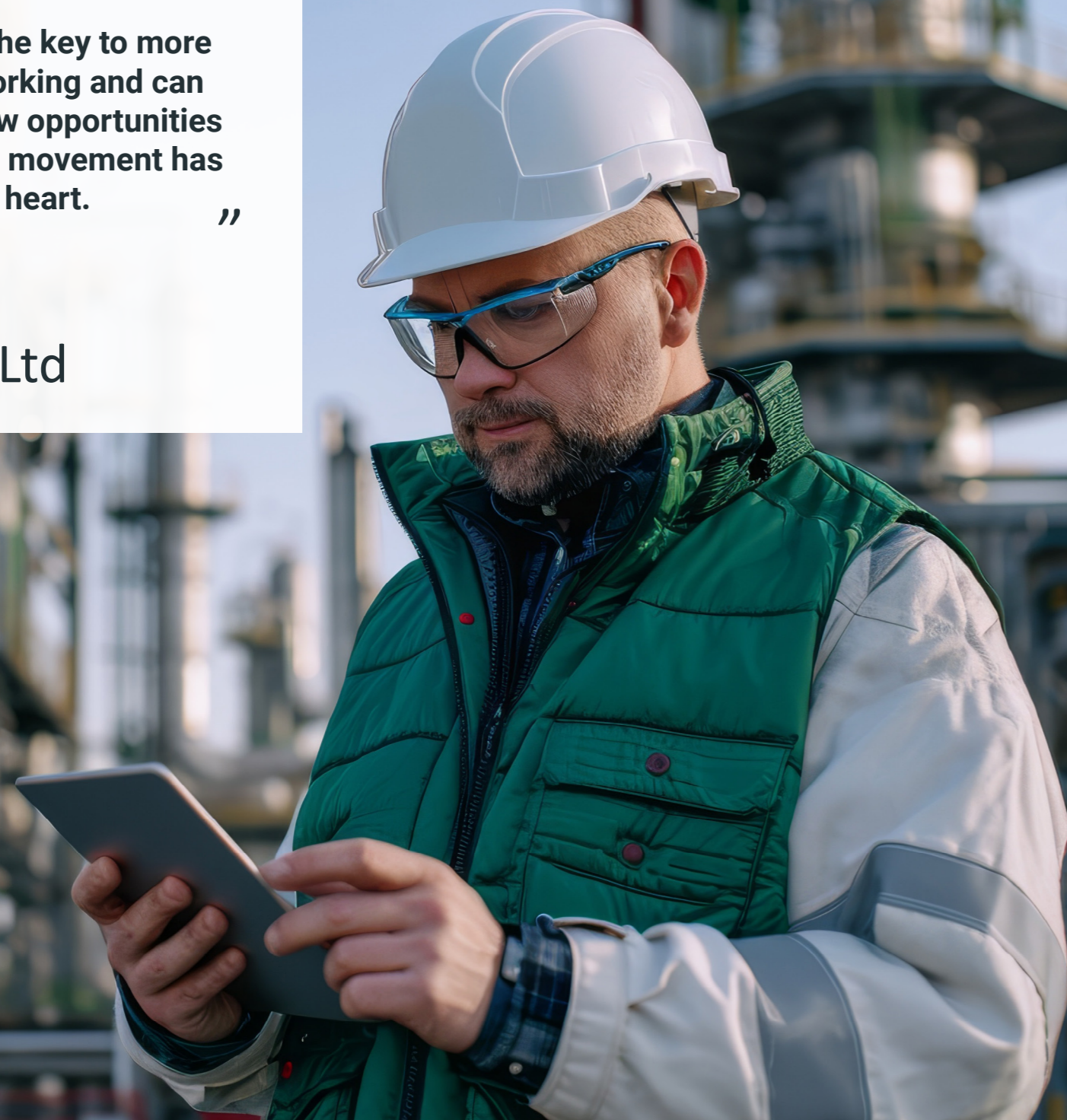
What exactly does 'digitalisation' mean?

Easily confused with 'digitisation' – the process of quite literally digitising paper documents – digitilisation has the power to transform businesses.

Digitalistion is when an organisation's data is processed through advanced digital technologies, such as Intoware's WorkfloPlus, and used for the purposes of digital transformation within a business.

Data is captured and processed, presenting a wealth of information that allows a company to analyse its systems and processes and, in turn, drive major change within the way it operates.

The pioneering researcher on digital transformation, George Westerman, summarises it perfectly, saying: "When digital transformation is done right, it's like a caterpillar turning into a butterfly, but when done wrong, all you have is a really fast caterpillar."

And why does it matter?

To put it bluntly, data doesn't mean a lot without people to use it and so, while the digitisation of documents and the introduction of digital technology to monitor and manage processes is of course a great move, especially nowadays – it's not enough on its own.

Businesses need to be thinking about digital transformation as a whole; how they can harness the invaluable data they have at their fingertips and use it to evolve – be it through increased productivity, greater employee satisfaction or new revenue streams.

Digitalisation holds the key to more informed ways of working and can open the door into new opportunities – but it's vital that the movement has people at its heart.

All too often businesses embark on a digitalisation journey without considering the wants and needs of the workforce. But, by engaging with employees to ensure technology assists and supports what they do, in a helpful way, businesses can ensure they have an engaged team that welcomes new tech into their working day.

Customer Case Study
Carrio Cabling upskills a more digital workforce

Based in Colorado Springs, USA, the Carrio Cabling Corporation designs, engineers and manufactures custom moulded cable assemblies for global medical and military markets.

"Initially our assemblers were hesitant to any change to their existing approach, but they quickly found using WorkfloPlus to have major benefits over the paper-based processes. The great thing about it is that they can build a workflow in five minutes, upload it and try it out then and there. So, it's incredibly easy to test, iterate and improve."

When the Carrio Cabling Corporation agreed to a trial with Intoware to see how quickly it could digitise its paper-based assembly processes into WorkfloPlus to help track its productivity rates and help deliver a thorough audit trail, it was estimated it would take between 9-12 months to fully train its operators and deploy WorkfloPlus throughout the business.

With 28 assemblers working on several customer orders at any one time, it's common for one assembler to change between multiple operations within a particular assembly several times a day, each with their own procedures.

They found WorkfloPlus so quick and easy to use that half of the assemblers were trained and using the software platform in just six weeks.

Scan the QR code to read more about Carrio Cabling's digital transformation journey:

"
Initially our assemblers were hesitant to any change to their existing approach, but they quickly found using WorkfloPlus to have major benefits over the paper-based processes. The great thing about it is that they can build a workflow in five minutes, upload it and try it out then and there. So, it's incredibly easy to test, iterate and improve.
"

Miles Carrio
Carrio Cabling Corp

Upskilling
your team

Keeping on top of training and learning requirements can bring a wealth of paperwork and complexities.

From ensuring all team members are maintaining the standards needed to keep any compliance-required training and certifications up-to-date, to helping newer recruits learn the ins and outs of the job, tracking and logging who has done and sharing updates to how tasks need to be completed what can feel overwhelming.

So what role can digital transformation play in the process?

Standardised steps

Firstly, digital workflows standardise the steps required to complete a task.

Users can simply move through each instruction, verifying what they do by using the digital technology to record images or video.

This immediately removes room for error and allows employees to learn how to carry out certain tasks in a consistent way.

Connected frontline workers are each following the same instructions, providing peace of mind and accountability when it comes to compliance, as well as ensuring less experienced workers who are new to the company, or who've been redeployed, remain consistent and learn fast.

Data-driven training – done quickly

Secondly, the process of following a digital workflow means data is being continually captured in real-time.

This data provides valuable insights into the operations of a business – from the time taken to complete tasks to identifying any bottlenecks that are occurring – allowing changes to be made to the workflow to improve the way staff are working.

Digital workflows can be used to create training programmes so it's easy to track and manage what training has been completed by which user, and any changes can be made quickly and easily and pushed out to all workers at the touch of a button, with each workers' device notifying them immediately of the update.

Knowledge capture

An often-overlooked advantage of digitalistion, particularly amidst the current skills crisis, is technology's ability to harness the knowledge of older, more experienced employees for the benefit of the next generation.

When created with the buy-in of these employees, digital workflows can offer companies the chance to capture the knowledge of workers who often have their own tried and tested ways of getting tasks done.

When included in the development of a digital workflow, this expertise, as well as their insights and tips, can be harnessed and included as a step within the digital process, allowing less experienced workers and new recruits to benefit from their knowledge for years to come.

> " It's opened up our eyes to different ways of working. There's a lot of the older generation in Welsh Water, so WorkfloPlus will help us get their input into the future. "

Cerys Middle
Dŵr Cymru Welsh Water

Case Study:
Dŵr Cymru Welsh Water ensures consistency in the field

Welsh Water is owned by Glas Cymru a not-for-profit company which supplies drinking water and wastewater services to most of Wales, Herefordshire and parts of Deeside and Cheshire.

Welsh Water provides an essential public service to the households, businesses and the environment in Wales. It is a highly capital intensive business, with assets that will serve many future generations

With over a million domestic boundary boxes across Wales that require locating and changing, Welsh Water has been researching a more efficient way to record and manage the process of changing a meter as well as ensuring consistent health and safety checks across the team.

Changing a meter is a complex process that requires specific steps to be carried out in a certain order. WorkfloPlus, can quickly and easily transform any paper processes to a digital format meaning engineers can follow the same process wherever they are and in any work environment or operating condition they can find themselves in.

Scan the QR code to read more about Welsh Water's digital transformation journey:

Preparing for AI

Artificial intelligence (AI) is already having a major impact on the way businesses operate around the globe – and it's not going anywhere.

Approaching and preparing for AI in the right way is crucial, especially at this relatively early stage in its development, and can be the key to digital transformation success.

At Intoware, we always advise putting humans – your frontline workers – at the heart of this process, rather than focusing solely on the technology.

Rather than asking what can workers do with technology, companies need to be starting their digitalisation journey by asking what can the technology do for workers, instead.

Capturing your organisation's data and documenting employees' daily workflows is more crucial than ever for leveraging AI effectively.

By recording how processes are carried out by staff, businesses can gain valuable insights into bottlenecks and capture the expert knowledge of experienced workers, ensuring it is passed on to future generations. This data becomes a key resource, ready to guide and shape the company's digital transformation journey.

As AI becomes part of the industry's daily operations, having evidence-based insights will be essential for identifying and addressing further areas for improvement, ensuring your business stays competitive and innovative in this new age.

> " **AI will enable a new wave of productivity growth and will empower people to achieve more—creating new job opportunities and transforming how the workforce is trained.** "

Satya Nadella
CEO, Microsoft

Where to start?
A Simple Three Step Plan to Success

The power of digitalisation is huge and it can completely revolutionise the way your train and upskill your team. However, it's vital that the process is rolled out in the right way. Here's our three-step plan to help you get started:

1) Engage

We know that there is no 'one size fits all' strategy when it comes to helping businesses embark on their digital journey – especially when it comes to training and skills development - so our in-depth customer onboarding process begins with putting your organisation's team front and centre.

We begin with a discovery session to fully understand your needs and identify where WorkfloPlus can help the most, working with you to determine your compliance and training requirements and procedures, and to look at how digital workflows can help.

2) Design

Next, it's time to build the workflows and put them to the test with a short pilot project. We train the workforce to manage the new digital workflows, run jobs and access data. And, if integration with third-parties is required, we can make sure this happens by creating bespoke solutions.

Throughout this stage and beyond, we work closely with the people who will be using the technology, making sure they are comfortable using the product and overcoming any concerns they may have around digitalisation.

3) Deploy

Once your pilot project has been completed, the obvious next step is to upscale it. However, it's important to review the initial results and workforce engagement with the tool in order to ensure success.

We conduct a business review to look at what's worked, what hasn't and what has been delivered. By talking to employees about these factors, we can work with you to look at what WorkfloPlus can do better to meet people's individual needs and put in place a new roadmap to deliver and sustain the next wave of training and skills development digitalisation within your business.

Engage — **Design** — **Deploy**

Digital Change
Empowers the Workforce

Moving away from paper-based processes and using digital tools and workflows to manage training and people development may feel like a daunting prospect – but it's one that will transform the effectiveness and efficiency of a business's systems and workforce, unlocking new opportunities for growth and success in the digital age.

Data capture, faster reporting capabilities and evidence capture all have the power to enhance an organisation's accountability and – importantly – agility as the world around us continues to evolve digitally, more and more each day.

> " Digital transformation is not just about technology; it's about unlocking human potential. When organizations embrace transformation, they enable their workforce to learn new skills, close the gap, and succeed in a fast-evolving market. "

Shantanu Narayen

CEO, Adobe

Here at Intoware we have a simple mission, to partner with our customers to provide digital solutions that transform their workforce & enable continuous improvement.

Feeling inspired by what you read? Don't hesitate to get in touch at **hello@intoware.com**

Or visit our website at **www.intoware.com**

INTØWARE