

Technology Experience Review

A comprehensive assessment framework for evaluating your organization's technology experience and identifying opportunities for strategic improvement and transformation.

Assessment Overview

Document Details

- **Version:** Template Version 2, 2025
- **Date:** Assessment Date
- **Format:** Structured Discussion Guide

Meeting Participants

Role	Contact
Customer Primary Contact	Name, Email
Customer IT Lead	Name, Email
Customer Operations Lead	Name, Email
Customer End-User IT Lead	Name, Email

Assessment Deliverables

1

Formalized Technology Experience Assessment document

A comprehensive report detailing the current state of technology experience within the organization, including strengths, weaknesses, and areas for improvement.

2

Actionable recommendations to meet organization's technology experience goals

Specific, prioritized recommendations and strategic initiatives designed to enhance technology experience, aligned with the organization's objectives.

3

Roadmap and supporting guidebook

Supplemental documentation, including guidelines and process flows, to aid in the implementation and ongoing management of recommended changes.

Executive Summary

In today's dynamic business landscape, a seamless and efficient technology experience is no longer a luxury but a critical necessity for a productive and engaged mobile workforce. Organizations that prioritize a superior technology experience foster greater employee satisfaction, drive innovation, and gain a significant competitive edge.

The Technology Experience (TEX) Assessment offers a comprehensive framework to evaluate your organization's current technology ecosystem, identify pain points, and unlock strategic opportunities for improvement. Our assessment delves into three critical levels to provide a holistic view:

1

Strategic Level

Evaluates technology alignment with overarching business objectives and long-term vision.

2

Management Level

Analyzes IT operations, service delivery, and resource allocation to optimize efficiency.

3

Daily Experience Level

Focuses on end-user interactions, productivity tools, and the overall usability of daily technology.

Key Benefits

Our assessment culminates in comprehensive deliverables, including a formalized Technology Experience Assessment document, actionable recommendations, and a strategic roadmap with supporting guidebooks, ensuring a clear path forward for continuous improvement and sustained success.

By undergoing a TEX Assessment, organizations will realize key benefits including:

- **Enhanced Productivity**

Streamlining workflows and reducing technical friction.

- **Improved Employee Satisfaction**

Fostering a positive work environment through intuitive and reliable tools.

- **Reduced Operational Costs**

Optimizing IT investments and minimizing support overheads.

- **Strategic IT Investments**

Ensuring technology initiatives directly support business growth and innovation.

End User Experience (TEX) Discussion Framework

Objective: To understand COMPANY's current end user experience and desired future state, providing the foundation for strategic recommendations.

I. Strategic / Holistic Level

Strategic business alignment and transformation goals

II. Management Level

Operational processes and performance measurement

III. Daily Level

Workflow execution and support mechanisms

Corporate / Holistic Level Assessment

Focus Areas: We will assess 1) the strategic importance of the mobile workforce and automation technology across all business functions; 2) the current state of people, processes, and technology used to deliver the technology experience; and 3) the scale of past and planned investments aimed at improving mobile workforce outcomes and related technology.

1 Transformation Goals

What are your company's key transformation goals, and how do they relate to mobile operations and users?

2 Mobile Workforce Scale

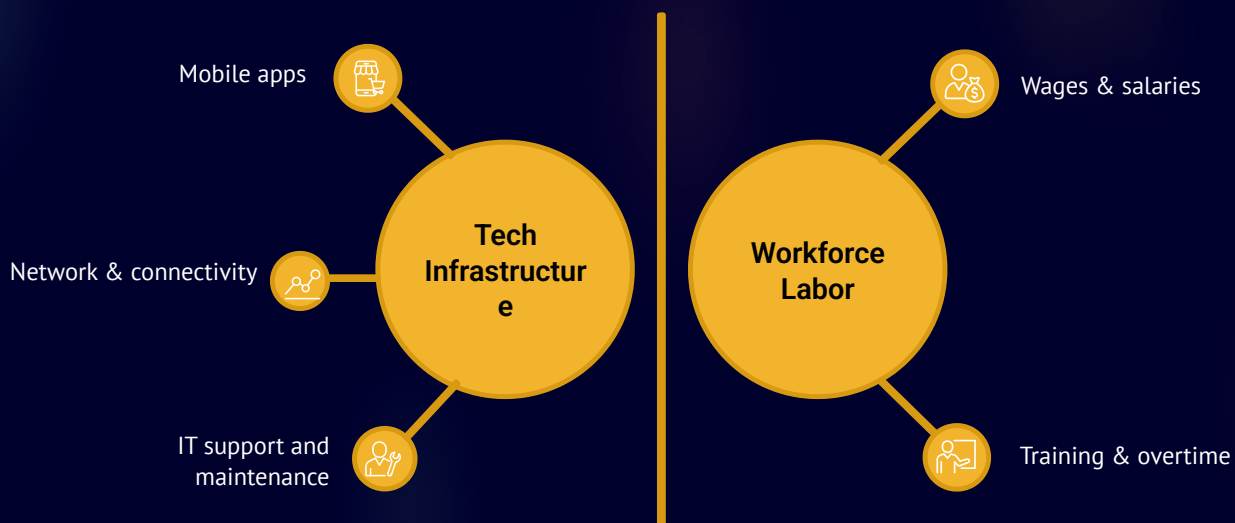
How would you describe the scale and scope of your mobile workforce?

3 Success Metrics

How is the success of the mobile workforce measured across business functions? What specific metrics or analytics are used to benchmark mobile operations, the overall workforce, and individual worker performance? Are these metrics used to evaluate the success of planned organizational transformations?

Investment Analysis & Strategic Alignment

If \$100 was spent on mobile operations annually, how is that investment distributed across technology, IT support, and labor? The categories below represent how this budget allocation would be funded.



Key Question: Describe the relative investment in mobile workforce infrastructure (e.g., mobile applications, networks, IT support) compared to the cost of the workforce (labor) itself.

Strategic Focus: What role does the mobile workforce play in current or planned technology and process investment initiatives?

Management Level Assessment

Objectives: This assessment focuses on defining: 1) processes for obtaining Technology Experience (TEX) feedback; 2) the groups responsible for managing TEX; and 3) the necessary people, processes, and technology required to improve TEX.

TEX Definition

How do you define Technology Experience (TEX) for mobile workers, specifically regarding their interaction with mobile solutions? What are the top three components necessary for a mobile worker's success in efficiently completing their tasks?

Current State Analysis

How would you describe the current Technology Experience (TEX) for mobile workers at your busiest location? What data sources are used for this analysis, and is this experience typical across other locations or user groups?

Ideal Performance Standards

How would you define the ideal Technology Experience (TEX)? Are there existing performance standards or benchmarks used to measure TEX success?

KPI Monitoring & Accountability Framework

01

KPI Identification

Describe the Key Performance Indicators (KPIs) that are related to or impacted by TEX. How are these metrics and their underlying components tracked and monitored?

02

Responsibility Matrix

For TEX-related projects or support, identify which individuals or groups are held responsible, accountable, consulted, and informed (RACI).

03

Success Measurement

How do the responsible team(s) determine success in meeting TEX goals and KPIs? Describe the requirements and methods for reporting the business impact of TEX to corporate leadership.

04

Improvement Examples

Provide a concrete example of a recent change or initiative that successfully improved TEX.

Daily Level Operations

Objective: Understand the processes for addressing daily workflow impacts related to TEX.



1 Input & Feedback Process

Describe the process and technology utilized by mobile workers to provide feedback on task success or challenges. Specifically, how are exceptions reported?

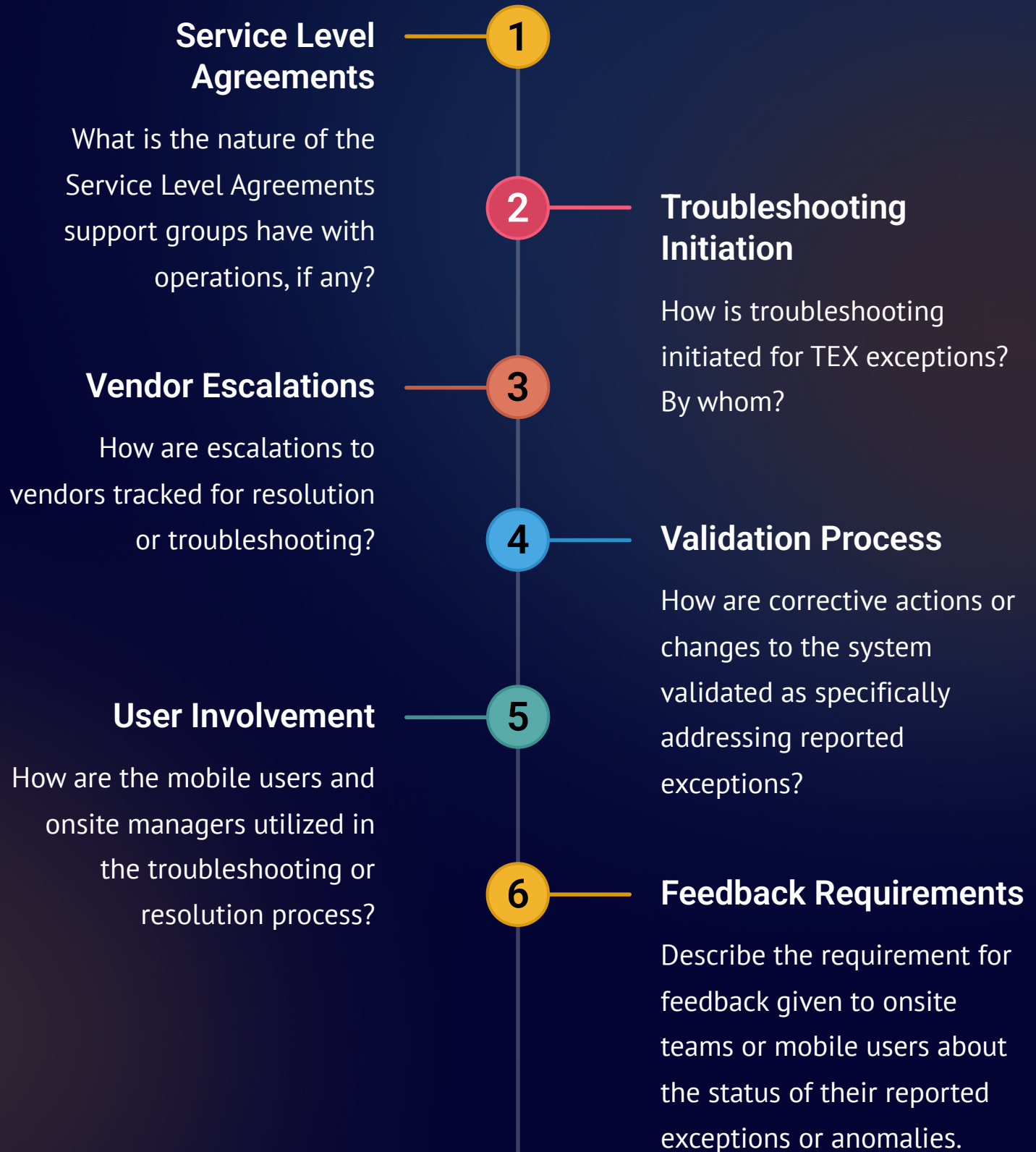
2 Support Groups

Identify the internal and external groups involved in providing support for the TEX.

3 Ticketing System

Outline the support ticketing process for mobile users and associated technology. How are TEX exceptions tracked for priority and measured based on their impact on relevant business functions?

Support & Troubleshooting Framework



Continuous Improvement & Change Management

Objective: Understand how improvements and changes to the technology and operations that impact TEX are made.



Leadership Reporting

Describe the requirements and mechanisms used to report the business impacts of TEX to corporate leadership.



Report Utilization

How does corporate leadership utilize the reporting generated on TEX?



Initiative Funding

How are TEX-related improvement initiatives prioritized, decided, and funded?



Impact Assessment

How are impacts assessed following changes to IT infrastructure components that could affect TEX?



Change Validation

What data and analysis are used to validate the successful implementation of changes?

Ready to Transform Your Technology Experience?

The TEX Assessment offers a comprehensive pathway to optimize your organization's technology experience, enhancing efficiency and unlocking its full potential. Take the next step towards a more streamlined and impactful future by connecting with our team today.



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