We take Technology
Rollouts to new frontiers

10 Concerns for International Technology Rollouts

International technology rollouts have distinct challenges and processes in addition to those found in domestic deployments. These include the following areas that need to be addressed before deploying an international technology rollout.

1. Language Barriers

Although English is commonly used as a second language in many countries, site contacts and local field resources performing required work may not be as well versed in the language as needed. This communication barrier can impact the accuracy, speed and the level of service at each site.

By having established processes and methodologies for communicating with a 24/7 translation service, the risk of project complications is mitigated. Examining the Technician Communication Channel will help ensure against language-related issues by understanding and minimizing the flow of communication between the technology rollout company and the field technicians performing work at each site.

> Note of Caution: There are many telelanguage services available on the Internet today. However, it is important for the technology rollout company to have an established relationship with the translation company in order to provide 24x7 service.

2. Currency Exchange Rates

Currency exchange rates can pose real threats to a job when the rate changes during mid-project. The local field resources may demand more money to perform the same work previously budgeted.

> Currency Exchange Rates: http://www.xe.com/ucc/

3. Shipping/Customs Requirements

Excessive paperwork and strict rules and regulations for package acceptance are among some of the issues that arise when deploying on an international scale. A technology rollout company should understand the intricacies of shipping internationally before any processes or procedures take place.

> Schedule B Export Codes: http://www.census.gov/foreign-trade/schedules/b/

4. Packaging Requirements

Proper packaging is essential to protect your goods while they are in transit. Remember that your packages may be on a truck or plane with other items and may be loaded or unloaded more than once. Some countries allow only certain packaging materials to be exported and thus knowledge of these restrictions is key to ensuring all materials are delivered on time and without damage.

5. Sparing Parts/International Storage & Deployment

Ready-to-deploy storage solution challenges have evolved from the simple support of spare parts management to the need for international storage, inventory management and rapid deployment of spares to critical locations around the world. This ensures that you meet your service level agreements without penalties.

6. Same Equipment, Different Requirements

Power conversion (i.e., 110 VAC vs. 220 VAC) is a major concern when installing equipment and technology in a foreign country. In order to address this, a technology rollout company must be well versed in power and additional equipment requirements for each country they deploy equipment to.

7. Cabling Standards

Different standards apply for network cabling than those typically used in the domestic rollouts. Whereas domestically we adhere to the TIA 568 standard, many countries follow the ISO/IEC 11801 where a major focus is shield twisted pair, which come with a different set of installation practices (i.e., grounding).

International Cabling Requirements: http://www.linktionary.com/i/iso_iec.html

8. Politics, Religion & Culture

Each country has various political, religious and cultural practices. Without a proper understanding of the inner workings of the area your technology is being deployed, your schedules may be quickly impacted.

9. Time Zone Differences

With domestic deployments, a time zone difference of 3 hours can be a common occurrence. However with international time zones, you are looking at a much greater time difference which directly impacts deployment abilities. Thus, this requires 24 x7 management and support not only from the technology rollout company but also translation services when required.

World Time Zones: http://www.worldtimezone.com/

10. Inexperience Equals Increased Costs

Due to the lack of experience in managing international technology rollouts, a technology rollout company will run into many international-specific issues that will consistently cause delays in your project timeframe, thereby increasing costs.

Conclusion

In order to complete an international technology rollout and avoid potential problems that can delay or altogether stop your deployment, specialized international rollout services and resources are required. These services and resources include:

- o 24/7 International Service
- o International Translation Services
- o Worldwide Network of Local Partnerships
- o Compliance with Local Standards & Regulations
- o Accelerated Implementation & Response Times
- o International Shipping Services & Local Equipment Deployment
- o Local Equipment Sparing for SLA Timeframe Requirements
- o Experienced International Billing

By employing a technology rollout company with the experience and services required for accelerated international deployments, you will be assured that your technology project will be completed with the highest level of quality and efficiency.

Contact Us

To learn more about how Concert Technologies can help you with your next technology rollout, contact us:

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