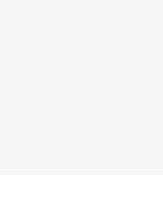


Anatomy of A Bad Technology Rollout

A poorly managed rollout creates long-lasting infrastructure issues.



ANGINA

Constant site revisits put unbearable strain on your heart.



ConcertTech.com

THE FOUR 'CHAMBERS' OF A HEALTHY ROLLOUT SYSTEM

To diagnose and treat an ailing rollout, it is important to understand the underlying principles that make up a technology rollout system.

Process Structure



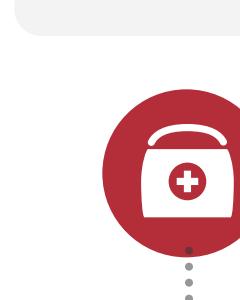
The process structure defines how the company manages nationwide and global rollouts, and the advantages of their proposed strategy.

Rollout Services Model



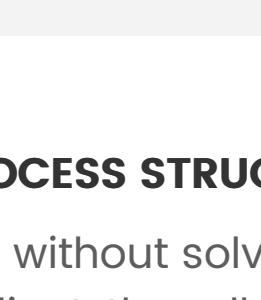
Outlines all multi-service components that are deployed throughout the process structure.

Internal Resources



The internal working components of the organization that work hand-in-hand with national and global field partnerships.

Partnerships



The relationships that enable a multi-technology, multi-service, multi-site nationwide and global rollout to be scaled efficiently and cost-effectively.

THE SYMPTOMS OF AN UNHEALTHY ROLLOUT



SYMPTOMS OF AN UNHEALTHY PROCESS STRUCTURE

Technicians constantly revisit sites without solving issues, and there is constant miscommunication between the client, the rollout company, and the field technicians.



TREATMENT

- ✓ The rollout company must take charge. They must use a process structure that ensures the complete success the rollout by streamlining procedures and communication.



SYMPTOMS OF AN UNHEALTHY ROLLOUT SERVICES MODEL

Local site technicians arrive and begin work, and only then realize that they do not have the right tools or equipment to complete the job.



TREATMENT

- ✓ A proven, fully operational Services Model ensures that the Program Manager, Project Manager, Project Facilitators, and local Site Technicians are all working in harmony, no matter the scope of the project.



SYMPTOMS OF UNHEALTHY INTERNAL RESOURCES

Technicians arrive on site and are unable to begin the deployment, due to a lack of professional knowledge about the existing infrastructure.



TREATMENT

- ✓ Without proper training on best practices in technology and communications infrastructure, rollouts are bound to fail. All large-scale technology rollout companies must invest heavily in certified training programs for both their employees and their field partners.



SYMPTOMS OF UNHEALTHY PARTNERSHIPS

There are multiple technical issues occurring, over a large geographical area, that put the entire rollout at risk.



TREATMENT

- ✓ It is vital that the rollout company has an established network of dependable and qualified partners. Industry knowledge is critical to success, and should always be the rollout company's highest priority when selecting partners.

