

# DOES SCALING YOUR ROLLOUT FEEL LIKE PREPARING TO SUMMIT MOUNT EVEREST?

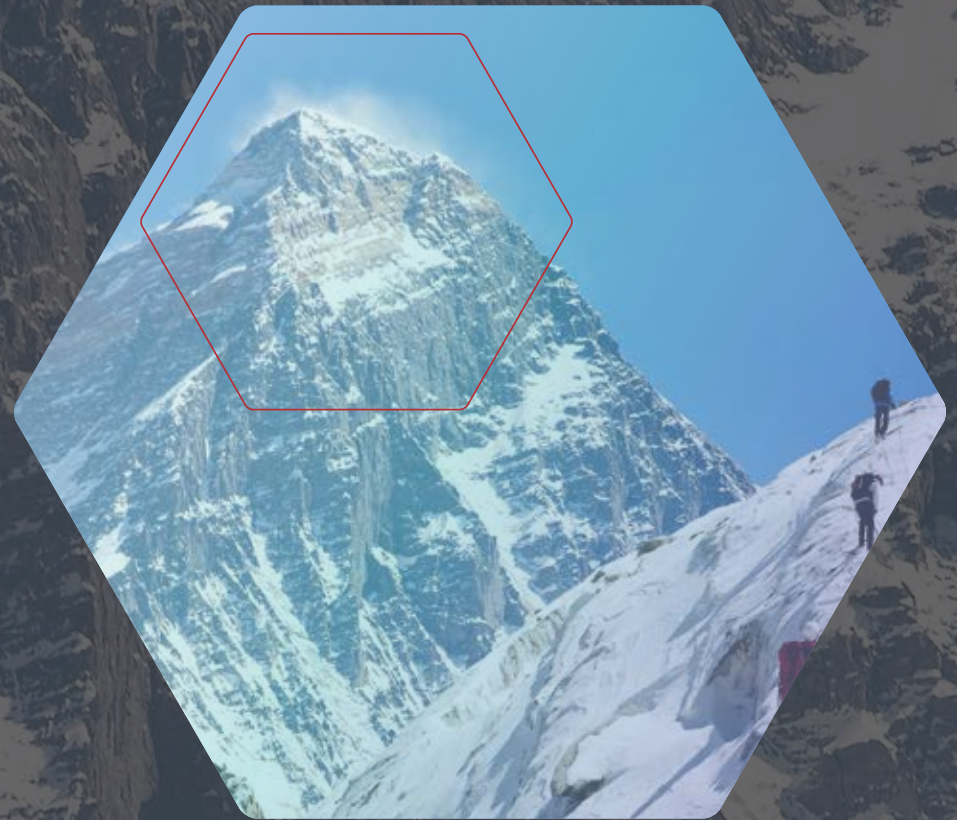
Properly understanding the workload run rates and management performance thresholds of your nationwide technology rollout partner enables you to effectively gauge the type of impact your project will have on your partner's overall performance.

If your rollout project management partner fails to understand what internal processes and training programs they must establish to successfully scale their management personnel during high demand intervals, your rollout will inevitably face an avalanche of challenges.

As the job volume of your rollout grows and you realize you are knee deep in snow trying to dig your way out of a mismanaged rollout, your instinct will be to blame the local field techs who are showing up late, confused about the work they are scheduled to complete, or not showing up at all. In reality, it was your rollout partner's lack of training and inexperience managing nationwide resources at scale that left you stranded and without a lifeline.

When you are facing the peak of your rollout, you need to be able to rely on a technology rollout company who can guide you to the summit, no matter the conditions.

**BAD ROLLOUTS AREN'T CAUSED BY TECHS. IT'S YOUR ROLLOUT PARTNER'S INABILITY TO SCALE.**



**Watch the Video.** Learn how having the right systems and processes in place ensures successful rollouts at scale.

# CHALLENGES FACED DURING MISMANAGED, HIGH VOLUME ROLLOUTS



- Missed Schedule Dates
- Site Access Denied
- Broken Communications
- Work Done Wrong
- Costly Revisits
- No Documentation

! If your rollout partner does not have the internal resources in place to properly scale their project management staff, they will face insurmountable challenges when bringing on new customers. Once their management threshold (total number of jobs that can be completed comfortably by the company's existing management team) is reached, their performance and ability to deliver a rollout on-time and on-budget suffers considerably.



## THE FOUR KEY FACTORS TO MAINTAINING PEAK PERFORMANCE AT SCALE

### 4. PROVEN MODEL FOR SCALING

Factors 1-3 mean nothing if everyone is climbing the mountain at a different pace. Maintaining peak performance depends on the core rollout systems and methodologies that your rollout partner relies on.

### 3. EXTENSIVE/CONTINUOUS TRAINING

An established training program and defined career path for all management personnel ensures your rollout partner is uniquely equipped to staff, train, and scale to meet customer demands.

### 2. ACCURATE REPORTING

A standardized and centralized life-cycle management solution for multisite ICT infrastructure documentation translates into project accountability and efficient future work order execution.

### 1. TRANSPARENCY

Your rollout partner must be able to clearly communicate how variations in volume will impact their project management personnel and ability to successfully deliver your rollout.



**WATCH THE VIDEO. CONCERT'S ISO-COMPLIANT ROLLOUT SYSTEM ENSURES PEAK PERFORMANCE.**