WORKING HARD AND SMART:
How Technology is Integral for Value Chain Progress
What’s at Stake?
The Bar is Set Higher
The Joy of Collaboration
**Benefits**

- Increases understanding of complex, cross-boundary problems
- Promotes problem solving and support
- Fosters action across boundaries
- Can replace conflict with productive interaction
- Fosters ownership of collective problems and resources
- Empowers

**Challenges**

- Communicating with geographically distant partners can be challenging, resulting in too little communication and/or excessive time and travel expenses
- Working with multiple colleagues at multiple organizations on the same documents using different intranets can lead to disorganization, mistakes, and reduced productivity
- Without clearly defined roles, processes, and policies, collaborative efforts can become unproductive and directionless
Sample Communication Tools

- E-mail
- Voice only: FreeConferenceCall.com
- Voice, Video, and Screen Sharing: AnyMeeting.com
RECOMMENDED VOICE ONLY SERVICE:

- Cost: Free
- Callers: 96
- Call Time: 6 Hours
- Free Recording: Yes
RECOMMENDED VOICE, VIDEO, AND SCREEN SHARING:

• 200 Attendees
• Completely Free
• Screen Sharing
• Application Sharing
• Unlimited meetings
COLLABORATION: Document Management
Things to Consider

○ Shared access
  • Internal
  • External

○ Storage and organization only

○ Storage, organization, and integration with other tools
<table>
<thead>
<tr>
<th>Feature</th>
<th>Office 365</th>
<th>Smartsheet</th>
<th>Dropbox</th>
<th>YouSendit</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Software Installation</td>
<td>✗</td>
<td>✓</td>
<td>✗</td>
<td>✓</td>
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<tr>
<td>Multiple File Extension Compatibility</td>
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<td>✓</td>
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<tr>
<td>Cloud File Hosting</td>
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<td>✓</td>
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<td>Multiple User Live Editing</td>
<td>✓</td>
<td>✓</td>
<td>✗</td>
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<td>Accessible from Desktop</td>
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<td>✓</td>
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<tr>
<td>Integrates with Other Applications</td>
<td>✓</td>
<td>✓</td>
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<td>✓</td>
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<tr>
<td>Free</td>
<td>✗</td>
<td>✗</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Key Facts</td>
<td>Price</td>
<td>Video Tutorial/Demo</td>
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<tr>
<td>• Captures and manages “Action Steps”</td>
<td>Free</td>
<td>Free</td>
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<tr>
<td>• Delegates and tracks “Action Steps”</td>
<td>Free</td>
<td>Free</td>
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<tr>
<td>• Manages and coordinates deadlines</td>
<td>Starts at $15.95/month</td>
<td><a href="http://www.youtube.com/watch?v=mTYcHg51sWY">http://www.youtube.com/watch?v=mTYcHg51sWY</a></td>
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<tr>
<td>• Organize tasks</td>
<td>Free</td>
<td><a href="http://www.youtube.com/watch?v=bkxXIDap4M0">http://www.youtube.com/watch?v=bkxXIDap4M0</a></td>
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<tr>
<td>• Improve productivity</td>
<td>Free</td>
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<tr>
<td>• Cloud based</td>
<td>Free</td>
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<td>• Share projects</td>
<td>Free</td>
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<tr>
<td>• Import tasks</td>
<td>Free</td>
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<tr>
<td>• Works in minutes and feels familiar</td>
<td>Free</td>
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<tr>
<td>• Cloud based spreadsheet that can be used from anywhere to do anything</td>
<td>Free</td>
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<tr>
<td>• Powerful</td>
<td>Free</td>
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<tr>
<td>• Tracker is a “story” based project planning tool</td>
<td>Free</td>
<td><a href="http://www.youtube.com/watch?v=bkxXIDap4M0">http://www.youtube.com/watch?v= bkxXIDap4M0</a></td>
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<tr>
<td>• Collaborate and react instantly to changes</td>
<td>Free</td>
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</table>
COLLABORATION:
Contact Management
Sample Contact Management Tools

Salesforce

smart sheet

Google apps
talk

Microsoft Office 365
Technology is NOT Magic
Gaps Technology Cannot Bridge

- Poor team processes and bad habits just become *digital* poor team processes and bad habit
- Technology comfort
  - Use only as much technology as is necessary to achieve goals
  - Spend extra time working with team members that need extra support
- Noncompliance
Implementation and Management
IMPLEMENTATION

Meet with Members to Define and Review:

- Goals
- Roles
- Processes
- Policies
  - Communication
    - Participants
    - Frequency
    - Unscheduled Thresholds
- File Management
  - Access
  - Naming Conventions
  - Location and Organization
Match your processes with the RIGHT technology

- **K.I.S.S.**
- Free is not always the least expensive
  - Time is valuable
  - Mistakes are costly
  - Check with your IT department for compatibility
MANAGEMENT

• Choose an executive sponsor
  • Influential
  • Fully supports implementation
  • Ultimate decision maker
• Choose an implementer / administrator to apply technology to your processes
  • Understands the team processes
  • Good communicator
  • Good motivator
  • Good presenter
• Train the team
• Implement tool
• Communicate with users
  • Encourage compliance
  • Encourage feedback
  • Adjust tool and/or processes and/or provide additional training if necessary
QUESTIONS?
Please Click *HERE* for Direct Links to the Applications Discussed in the Presentation.
Thank You!