

Expectations of an easy button

We live in a world of instant gratification. Need something? You can order from your phone and have it delivered to your front door within 24 hours, if not sooner. Curious about how many different species of frogs exist? Again, use your phone and have the answer in 15 seconds.

These days, the speed at which we communicate, purchase and obtain goods, and gather information is remarkably fast, and many — especially those just entering the workforce — have never known it any other way. Many industries and organizations have already evolved to integrate new technology as it emerges. But, for those departments dependent on manual tasks or many moving parts, the shift to digitally optimizing operations and maintenance tasks has been anything but fast.



Where's the easy button?

Whether it's simply not knowing how to digitize workflow or an established employee base reluctant to change, organizations that fail to improve their operational processes will soon miss out on the productivity, cost savings, and importantly, talent attraction and retention capabilities offered by adopting new technology.

It doesn't have to be scary.

It might not happen overnight but the right solution can help boost communication and reduce redundancies for your operations — and help build a bridge amongst a workforce undergoing a generational shift.

Unlocking productivity without resistance

Most folks today are comfortable using a smartphone. Though **18–24-year olds lead the way with 93% of usage**, adoption is **86 percent among Americans aged 50 to 59** and **81 percent for those 60 to 69**.

Everyone's on their phone, and quite comfortable using it. So why aren't more operations teams leveraging simple-to-use tech that could help speed up processes and reduce unnecessary steps?

A CMMS can help organizations optimize most aspects of their day-to-day operational functions. Some of the benefits include:

- Improved tracking of work orders, machine/employee status, or maintenance schedules
- Enhanced visibility into the state of workflows, assets, and performance
- More accurate data for better decision-making

Turn “but we've always done it this way” into “look how effectively our team operates.” The right CMMS solution can be as easy to learn as downloading a new app and can quickly help teams better utilize their time and resources to complete tasks faster.

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For young employees entering the workforce, they will be frustrated walking into manual processes. They're looking for mobile access, automation, and technology that streamlines their work.

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Erikka Buracchio
Chief People Officer, Brightly

Time it right: discover how efficiency can make life better

If your team finishes work orders in whatever order that they are handed to them, chances are you're not completing tasks as optimally as you could. Whether you have field reps driving back and forth across town or are sending a team out without the information they need, technology can help save you time and money.

With the right solution, you can streamline workflows and ensure employees have the capabilities and context they need to complete the job — and any nearby requests as well.

When your operations team is more efficient, you can:

- Reduce the wear and tear on vehicles, travel costs, and even the number of employees needed
- Have everything you need to complete multiple tasks in one trip
- Perform preventative maintenance to avoid common or future problems
- Create more opportunities to recognize employees for good performance and enhance their sense of happiness in their job (leading to retention).
- Empower employees to make smarter decisions because they understand how it benefits the greater team

Convincing a seasoned operations employee to adopt a new tool can feel challenging, but starting with clear communication about how it makes their role easier can get the ball rolling.

Times of transition might not come with easy buttons, but that doesn't mean that there aren't options to help smooth the edges of change.

At Brightly, we understand how a little technology can go a long way for your maintenance and operation's needs. From connecting the machines and people under your purview to optimizing workflows and leveraging the data already in front of you, we help organizations realize the full potential of their assets.

Trending today and tomorrow's talent

Many maintenance and operations teams are feeling the crunch of shifting workforce demographics. As many established employees are approaching and moving into retirement, younger generations are bringing new ideas and expectations with them as they enter the workforce — and it's not always a smooth transition.

Newer workers have grown up in an on-demand world, and often don't have the tolerance to learn outdated or time-consuming processes. At the same time, older employees might not see the point in figuring out a new system. So as your more experienced base prepares to leave, it's critical to implement tools that collect all the institutional and legacy knowledge you can.

There are other benefits to adding technology to your toolbox, including:

- Opportunities to foster mentorship and transfer of knowledge between seasoned and new employees
- Encouraging experienced workers to stay longer because they enjoy new ease in their job
- Appealing to a tech-savvy generation that wants to work in tech-forward workplaces
- Improving communication for all members of the team regardless of length of employment

As you build the bridge between today and tomorrow's workforce, don't forget to give them the tools to capture that institutional information. Investing in technology will set your business up for future success.

Ready to uncover smarter and more efficient operations while building a bridge between today's and tomorrow's workforce? Brightly can help! [Schedule a demo](#) today.