


From Paper to Pixels: Driving Digital Transformation For Frontline Teams

Frontline operations lag far behind other digitized industries (especially when it comes to employer-provided technologies for teams). Schedules are created on paper, employees receive their tasks in a top-down manner, but rarely do they have the opportunity to engage in meaningful dialogue with management. This lack of communication negatively impacts morale and retention. In this masterclass, we learned how to transform your frontline operations by harnessing the power of digital tools and strategies.

Speakers

Allison Arnett | Director of Corporate Communications, Tree Top 

Adrienne Occhino | VP Strategic Consulting, PredictiveHR 

“People who have been at Tree Top for decades might have said “I’m not doing this! I’m not changing” and now **they are our biggest champions because it’s so easy.**”

Allison Arnett

Director of Corporate Communications,
Tree Top



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1

Make A Plan To Ditch Paper

a) It's never too early to start making a digitization plan: Look for areas where you have repetitive paper tasks that waste time for both managers and workers which could be streamlined with a digital tool.

b) On average, employees lose 23% of productivity just by tracking down paperwork and forms.

2

Track Productivity Gains Over Time

a) Once employees become proficient with digital tools and processes, **tasks are completed more quickly and accurately.** Digital systems can automate repetitive tasks, reducing the administrative burden on employees.

b) Increased productivity leads to cost savings and better service delivery, ultimately contributing to the success of the organization.

3

Give your team access to real-time Information

a) Digital systems enable frontline workers to access real-time information and collaborate more effectively. Whether it's tracking inventory levels, monitoring sales data, or sharing updates with team members, **digitization provides immediate access to crucial information.**

b) Digitization allows for quicker decision-making and better response times to changing conditions in the field, ultimately improving the overall operational agility of the workforce.

4

Digitization efforts for frontline workers improve employee sentiment.

a) When employees are involved in the transition and provided with the necessary training and support, they feel more engaged and empowered.

b) This results in increased job satisfaction and less resistance to change, as employees recognize the benefits of digitization for streamlining their work and making it more efficient.