NECA

National Electrical Contractors Association
THE VOICE OF THE ELECTRICAL CONSTRUCTION INDUSTRY

Technology and Innovation

April 22, 2020

What Does Digital Transformation Mean for your Organization?

If you missed it last week, NECA's innovation team held a webinar, Get Your Digital Strategy Started Today with Tools to Address the COVID 19 Crisis, which focused on digital tools that can help our members on their digital transformation journey. We were joined by Stuart Kelly, VP of Strategic Alliances for GoCanvas, and Jake Olsen, CEO of DADO. Here is the link to view the recording: https://courses.necanet.org/course/details/403

Digital Transformation

Systems of Intelligence

Empower your employees   Engage your customers   Optimize your operations   Transform your product

Change can be daunting. However, if you look at history, change has brought us some of the greatest innovations of our time. Digital transformation is not a new

concept; however, implementing it within a business presents challenges. First, what does the term digital transformation mean? Go paperless? Move everything to the cloud? Digital transformation is not a one step process; it is a multi-pronged concept that includes:

- Culture – Develop internal operational agility by promoting leadership and technology integration with employees
- Digital Business Model – Scale operations to maintain and adjust to digital initiatives
- Technology – Identify technology to improve business operations specific to your needs

One of the most difficult aspects of a digital transformation is adopting digital solutions. Technology only works as well as it is being used. The limiting factors are the willingness of employees and proper training on the technology. For some business owners it is hard to overcome the cultural shift of implementing change, which negatively impacts the willingness of employees to adopt digital solutions. Even large companies like Deloitte hire change management professionals because it is not easy at any level to manage change. For a solution to be implemented efficiently, proper training is crucial. Many companies have tried to implement a new technology and did not provide adequate training, which led to a significant financial loss. With proper change management leadership and training, integrating technology can help ease the transformation of culture.
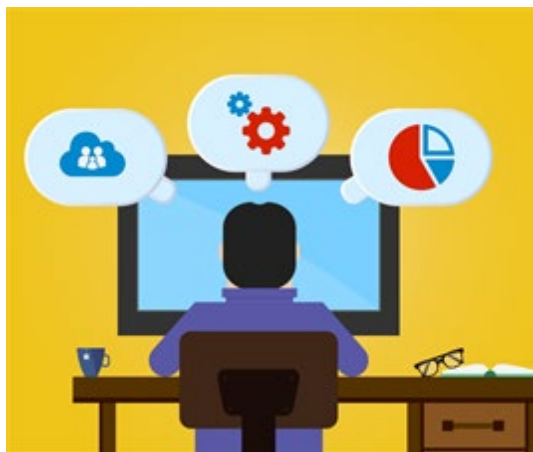
Once you have built the framework of your digital transformation, maintenance and pivoting are key. Adopting agile principles can help with this. For example, quantify your investment on technology by calculating your return on investment, and monitor your risk by looking at your impact on operations, cost and strategic plan. Each company is at a different point within their digital transformation journey and sometimes it must make minor adjustments or be willing to pivot. When done right, this helps create a resilient digital business model that better aligns with customer demands.

For technology to be useful it must fit the needs of your business and be customized to your requirements. For example, you never just buy glasses (technology). You buy glasses with your unique prescription (customized to your requirements) so you can see. Without being customized to your requirements (prescription), you have the technology (glasses), but it serves no purpose to you. Technology should also play a critical part in evolving a process to increase value to you and your customers by providing a competitive edge, and this competitive edge is necessary in today's world. The photography film market saw Kodak dominate, but when they failed to recognize and shift to digital photography, they lost their competitive edge and the market. As the digital landscape grows, the demand for less turnaround time grows as well. With technology, time to process and analyze is cut exponentially. By

implementing digital solutions, productivity increases. For example, submitting timecards, safety reports, job-site notifications, office submissions, etc., can be streamlined to improve accuracy and timeliness. Technology can improve business operations, but it has to be specific to the business for it to be effective.

One of my favorite terms is "digital fatigue", which hits home with many business owners. You hear of new technology solutions every day, and sometimes they sound like they do the same process. Which one is better? How do I know if these systems are compatible? You hold your place as an industry professional because you saw a need and created a solution. The same concept can help you find the right digital solutions for your company. At NECA, we as the innovation team are here to be your resource. In being this resource and helping you identify digital solutions to support you in your journey, we want to introduce you to digital platforms, software and solutions that can help you with your digital transformation journey.

Two companies that we have the pleasure of working with and testing their products are GoCanvas and DADO.

DADO provides a construction document management system with the ability to search and retrieve documents instantly by typing or using a voice search. This system will allow you to become more productive by not wasting time trying to

search for a physical document in a pile of papers. On top of that, instead of sifting through file folders, you can use your voice and search for a document in a few seconds. This saves time and bridges the divide between the field and the office. Search for shop drawings, plans, specifications, submittals, spool drawings and more.

To learn more about DADO for NECA contractors go to: https://www.projectdado.com/

GoCanvas provides an online form builder that digitizes paperwork, allowing for faster accurate data collection. By using digital forms, you can create digital workflows and integrate into existing systems. This prevents you from sifting through paper stacks and delaying project time. Automating data collection and standardizing a process not only supports project budgets and timeliness, but also promotes worker safety and competitive capabilities.

To learn more about GoCanvas for NECA contractors go to: https://www.gocanvas.com/

How NECA can help contractors

Go Canvas and DADO are working with the NECA innovation team to help our contractors navigate the on-going pandemic by providing digital tools to access the most up-to-date information and improve real-time data collection.

DADO has created a special NECA members-only access to search its COVID-19 database and all ELECTRI reports. Go to http://www.projectdado.com/neca and login to use the natural language search engine. For example, if you ask for "EPA approved disinfectants," this information will appear immediately with all the relevant documentation. You can also filter by date to view posts from the last 24 hours. This will help you rapidly search for new regulations, specifications, safety articles and more.

Go Canvas has been offering free licenses to help us with collecting real-time data for our current ELECTRI report focusing on the productivity impact relating to COVID-19. We have 40+ Project Managers from around the country using the Go Canvas app to collect daily reports and help us measure the overall impact to electrical contractors.

To get started with either of these products please feel free to reach out to your NECA innovation team for help. Email josh.bone@necanet.org or call 404-317-4446.

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