

Companies that need to eliminate manual data entry and automate their workflows should consider the impact some technology can have on employees

Platform technologies and enterprise solutions can help companies become more efficient, but not without disrupting the people you depend on most.

By Vivian Shic

You’re an Operations or Plant Manager under pressure from customers, stakeholders and increasing competition to eliminate manual data entry, automate workflows and become more efficient.

A common misconception to finding these efficiencies is to scrap and replace your aging technology for newer cloud-based systems that automatically connect to one another in real time.

However, the impact on your business and your people is far too severe.

First and foremost, you need to keep the business running, and the cash coming in.

How can you replace your aging legacy systems and also avoid downtime? Unless you have a secondary factory that can take on additional production while an install takes place, you can’t. It’s impossible to migrate to a new platform without halting production, losing revenue and temporarily putting people out of work.

Plus, training is often required, prolonging production even more — and putting a strain on employee morale.

No one wants to be told to do their job a new way — when they’ve been doing it a certain way for years. This kind of change makes it hard to get internal support — which can have further consequences.

According to a survey of executives, resistance from employees is the reason why 52% of their redesigns have failed in the past.¹

Uncertainty surfaces when people don’t know what changes are coming and how they will be impacted.

This can be mitigated when management works together to keep the lines of communication open — especially when considering new technologies.

When you explain the practical applications of new systems to your employees, it gives them a much better understanding of how something new can help improve their role, rather than eliminate it.

Engaging employees in this level of conversation gives them a sense of empowerment and autonomy in their job. This in turn can lead to more production, higher quality work and better customer service.²

When automations are in place, you find efficiencies and remove the sales bottleneck, so you’re going to need employees to grow. However, with the US unemployment rate just under 4%, hiring is much easier said than done. Now, companies are looking for more ways to bridge the talent gap from within their organizations.³

Technology that embraces simple, user-friendly interfaces, such as ‘drag and drop’, is an example of this — and a step in the right direction. It allows companies to ‘up-skill’ existing employees into more important and fulfilling roles.

This helps you solve more pressing operational problems around manual data entry, while also preparing to make any future changes internally — rather than needing to pay for a 3rd party solution.

Engaging employees not only saves money (and headaches) associated with scouting and hiring new employees, it can also increase profitability. According to research, companies with highly engaged people outperform those with disengaged people by 54% in employee retention, 89% in customer satisfaction and by fourfold in revenue growth.⁴

Some platform providers may argue that the longterm efficiencies associated with upgrading to a new system outweighs the short term disruption.

Even if you could afford the capital investment needed for a brand new platform, the impact on your people is far too detrimental.

This is why a shift in mindset is required.

Instead of thinking you need a new technology, consider a technology partnership -- and the timing to think like this couldn’t be better.

There’s a new surge of software companies that are patient, well-funded and embrace a partnership approach.

Their success, depends on their customers' success.

They ask the right questions to learn about their most urgent business and technology problems, then identify the cheapest, quickest path to solving those problems.

Even better, HULFT, one of the companies leading this surge, provides free access to their team of Sr. Level Industry Experts — who guarantee solutions to your technology problems.

Finding a team of experts can work wonders for your organization: “A small team of A+ players can run circles around a giant team of B and C players.”
— Steve Jobs

HULFT’s experts have all held operational jobs and understand the pressure you’re under to eliminate manual data entry and automate your workflows — without disruption.

HULFT specializes in simple software that breathes new life into aging hardware. Isolated machines that have gone for years without communicating with each other are finally able to do so — in real time.

Jay Greer, HULFT’s Data Logistics Subject Matter Expert, describes their software as being able to connect ‘anything to anything’.

Forming a technology partnership that allows you to invisibly renew your aging systems — without disrupting your people — is a path all companies may want to consider.

With free advice and guaranteed solutions, you're eliminate all the risk and uncertainty that comes with automating your workflows.

Plus, it shows that you’re a company that puts people ahead of technology — something everyone will rally around.

Wouldn’t you?

¹ “The Secrets of Successful Organizational Redesigns: McKinsey Global Survey Results,” McKinsey & Company, July 2014.

² “When Empowering Employees Works, and When It Doesn’t,” Harvard Business Review, March 2018.

³ “Closing the Skills Gap: Creating Workforce-Development Programs That Work for Everyone,” McKinsey & Company, February 2017.

⁴ “Recruiting,” Harvard Business Review, May-June 2019.