11 key insights for a successful HHS mobility project
Everyone is talking about apps. It’s easy to talk about apps. Apps are only part of the picture.

Many of the most important elements for success happen below the surface. Successful mobility solutions are based on an enterprise mind set from the start.

Think deeper than apps.
We shouldn’t have to make this point, but these days the obvious is often befogged.

Some vendors are working hard to make the world believe that solutions designed for CRM or supply chain management should be used to help people in the HHS realm.

Would you buy a hammer to change a light bulb?
Remember when the web got started, and we all thought it was going to be about online brochures?

Then we realized it was changing absolutely everything.

Mobility is bringing bigger changes, they’re happening faster.

And we’re just at the beginning. Buckle up.
Sure, you have requirements that are unusual and specific to your organization. That doesn’t mean you need to invent a new way to meet them.

Others have already solved problems that are similar to yours and thought about problems you haven’t even run into yet.

Turn other people’s successes and mistakes to your advantage.
You don’t like when vendors try to lock you into proprietary technologies, do you? By selecting open technology solutions that offer resilience and flexibility, you can protect your organization in a dynamic and unpredictable world.

Watch out for blind alleys.
Don’t get us wrong. There are some amazing mobility platforms out there. They can help you build great solutions if you have the time and resources. Here’s the thing to keep in mind...

Platforms don’t solve problems. Solutions solve problems.
Coding is not always the best way from A to B. The complexity and nuances of mobility makes coding a high effort and low-return activity. The problem only gets worse when you need to change things down the line.

Commercial off the shelf solutions that can be configured out of the box reduce risk, cost, and time at every stage.

Think before you code.
Excellent user experiences are where it all comes together. They determine whether people will use a solution.

It’s not easy. Designing for mobile phones and tablets is not for the faint of heart. It’s a new and different way of doing things. It really is.

If you don’t have the experience and expertise to deliver user experiences that users want, make sure you work with people who do.
Successful mobility projects for HHS are built on a deep understanding of both mobility and HHS culture and processes.

Few people can do mobility well. Far fewer can do mobility for HHS well.

When designing your approach to mobility, ensure you combine both types of expertise.

*yes, sometimes we make up our own words.*
Getting it means that your vendor is moving in the same direction as you.

Getting it means caring about social program delivery as much as you do.

Getting it means understanding the technology of mobility without making it an end in itself.

Getting it means succeeding only if you succeed.

Work with someone who gets it.
Mobility means new solutions, standards, methods, possibilities, and best practices emerging rapidly.

It can feel overwhelming, but help is out there.

Where to start? Don’t be afraid to talk to people and ask questions. Feel free to start with us.