

// FIELD REALITY

They Built the Platform The Field Built the Workaround

The Technology Adoption Gap Between Corporate Approval and Field Reality

— ADRIAN DANILA

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// PRINCIPLES

Start Before the Demo

| What work should disappear?



One Field, Three Tests

// 01 • TESTING

One Field, Three Operating Tests

[01]

Make-Ready

Preparation and planning before work begins.

[02]

Work Orders

Documentation and dispatch of field work.

[03]

Inspections

Assessment and compliance verification.

// 01 • TESTING

Who Helped Build This?

[01]

Product team

Core development and vision.

[02]

Field observation

Real-world workflow research.

[03]

Roadmap influence

Release authority and timing.



**Four Buckets
Before You Buy**

// 02 • EVALUATION

Four Buckets Before You Buy

01 Product truth

Does the system do what it claims?

02 Field reliability

Does it work in real conditions?

03 User friction

How much extra work does it create?

04 Operating proof

Can your team sustain it?

// 02 • EVALUATION

Field Reliability Is Part of the Product

Offline

work when disconnected.

Sync

data flows both ways seamlessly.

Data loss

what happens when things fail.

Integration

does it connect to existing systems?

// 02 • EVALUATION

Friction Compounds

Every tap is multiplied by the workday.

// 02 • EVALUATION

Measure the Work, Not the Login

Time

Total hours per job.

Taps

Number of interactions required.

Rework

Tasks that must be redone.

Workarounds

Manual steps to complete work.

Sync failures

Data not transmitted properly.

Voluntary use

Do people choose to use it?



Test One: Make-Ready

// 03 • MAKE-READY

A Digital Whiteboard Can Still Be a Whiteboard

Make-Ready bridges planning and execution.

// 03 • MAKE-READY

Make-Ready Questions That Matter

Scope

What defines job boundaries?

Price

How is the work estimated?

Sequence

In what order do tasks occur?

Approvals

Who signs off on work?

Accountability

Who is responsible?

Billing

How is the work invoiced?



Test Two: Work Orders

// 04 • WORK ORDERS

The Technician Should Not Do the Repair Then Do the Paperwork

Work orders connect planning to execution.

// 04 • WORK ORDERS

Work-Order Questions That Matter

Intake

How does work arrive in the system?

Context

What information is provided?

Capture

How is work progress recorded?

Closeout

How is work marked complete?

Knowledge

Is learning captured and shared?

Exceptions

How are problems escalated?



Test Three: Inspections

// 05 • INSPECTIONS

Do Not Make People Document **195** Things That Are Fine

Inspections verify work quality and compliance.

// 05 • INSPECTIONS

Inspection Questions That Matter

Relevant

Only show applicable checks.

Pre-filled

Bring forward known data.

Voice

Can users speak instead of type?

Photo

Is visual documentation easy?

Exception

How are issues recorded?

Action

What happens next?



**The Same Test Applies
to Every Workflow**

// 06 • THE PATTERN

Field Reality → Product Behavior → Measured Result

STEP 01

Observe how work actually happens.

STEP 02

Design systems that match that reality.

STEP 03

Measure outcomes that prove it works.



**Pilot Where the
Product Can Break**

// 07 • PILOTING

Pilot Where the Product Can Break

Real work

not a controlled test environment.

Weak signal

where problems emerge quickly.

Missing data

incomplete information, not ideal conditions.

Exceptions

edge cases that break assumptions.

// DESIGN

**“Technology should feel
invisible.”**

— RICH REGITANO

// FIELD REALITY

Ask What Disappears

What work will no longer need a person?

— ADRIAN DANILA

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