

The Connected Operations Playbook

Operational Efficiency Self-Assessment Checklist

Reducing operational friction through
connected workflows and better visibility



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Introduction

Operational delays rarely come from one major issue.

More often, they build gradually across disconnected systems, manual processes and day-to-day workarounds.

- + An order waiting for approval.
- + A stock update that hasn't carried through.
- + A warehouse team working from different information to customer service.
- + A service job delayed while teams chase updates.

Individually, these issues seem manageable. But together, they slow operations down, increase administrative effort and make it harder for teams to stay in control.

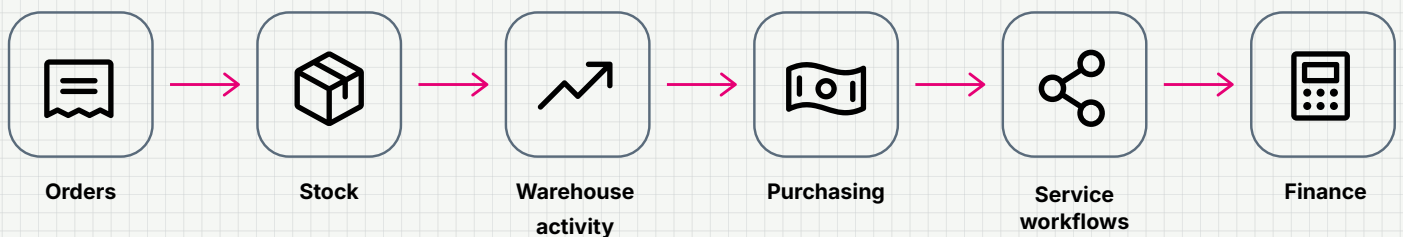
This guide explores how connected operations help businesses reduce friction, improve visibility and keep work moving more efficiently.



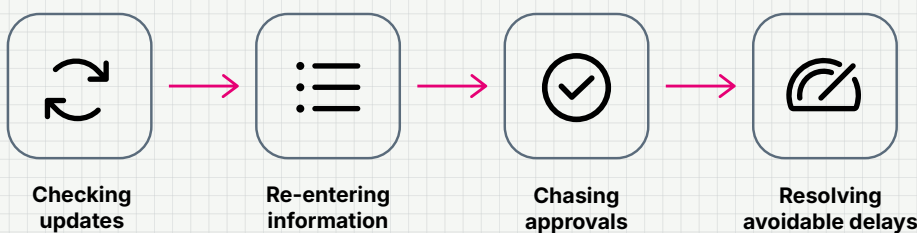
What connected operations actually mean

Connected operations aren't about adding more systems.

They're about reducing the gaps between:



When operational information sits in separate places, teams spend time:



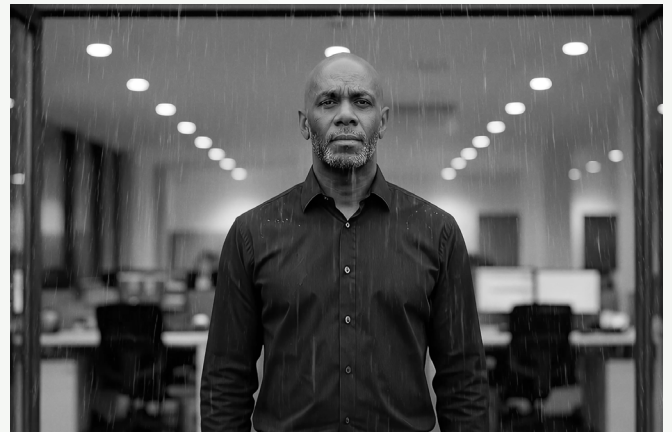
Connected workflows reduce these interruptions by helping teams work from the same operational picture.

Order Flow: Keeping Work Moving

Order processing often slows down because information doesn't move with the order itself.

Common issues include:

- + Manual order entry.
- + Approval delays.
- + Stock availability uncertainty.
- + Disconnected pricing or customer data.
- + Teams relying on emails or spreadsheets.



When workflows are connected:

- + Order information updates automatically.
- + Teams can see status instantly.
- + Delays become easier to identify early.
- + Fewer manual checks are required.

This helps orders move from enquiry to fulfilment with less friction.



Warehouse Processes: Reducing Delays and Rework

Warehouse efficiency depends on visibility.

When stock data is inaccurate or delayed:

- + Picking slows down.
- + Orders are held unnecessarily.
- + Teams spend time resolving discrepancies



Connected warehouse workflows help ensure:

- + Stock information remains consistent.
- + Picking and fulfilment are aligned with live operational data.
- + Teams can respond faster to issues.

This reduces rework, improves fulfilment speed and helps maintain operational flow.

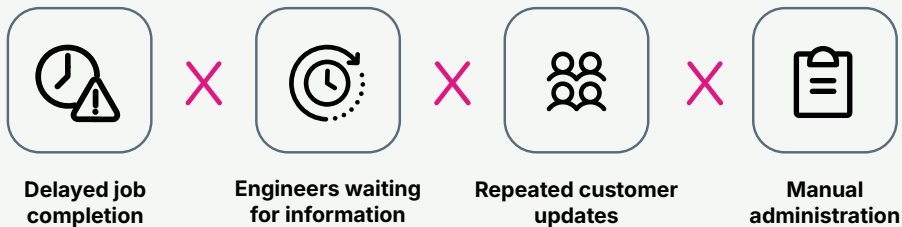


Service Workflows: Improving Coordination

In service environments, delays often happen between teams rather than within individual tasks.

Scheduling, job updates, parts availability and customer communication all need to stay aligned.

Disconnected workflows can lead to:



Connected service workflows improve visibility across the process, helping teams coordinate work more effectively and reduce unnecessary delays.

Operational Visibility: Seeing Problems Earlier

Many operational issues become harder to manage because teams don't see them early enough.

Disconnected systems often make it difficult to answer simple questions quickly:

- + Where is the order?
- + Is stock actually available?
- + Has the invoice been raised?
- + Is the job waiting for approval?



Connected operational visibility helps businesses:

- + Identify bottlenecks earlier.
- + Respond faster to delays.
- + Improve decision-making.
- + Reduce time spent chasing information.

This is where automation and AI can also support operational teams by surfacing information, highlighting exceptions and helping prioritise actions faster.



Reducing Operational Friction

Operational efficiency isn't about pushing teams to work harder.

It's about removing the unnecessary friction that slows work down.

That includes:



Reducing manual entry



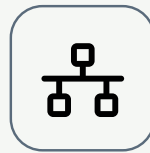
Minimising duplicated work



Improving data consistency



Helping teams access information faster



Connecting workflows across operations



The businesses that stay operationally resilient are often the ones that make work easier to progress.





Weathering the storm

As operational pressure increases, efficiency becomes more important.

Not through more reporting or more complexity, but through clearer visibility and more connected workflows. The businesses that stay in control aren't necessarily doing more. They're reducing the points where work slows down unnecessarily. Connected operations help businesses move faster, reduce delays and improve visibility across day-to-day workflows. Because when systems, teams and operational processes work together, it becomes much easier to keep work moving – even when conditions become more challenging.

See how connected operations help reduce friction and keep work moving.

Talk to us

