Plan a Phased Rollout

Last Modified on 07/07/2023 11:03 am EDT

MultiLine is often deployed as part of a new or expanded BYOD program. When that's the case, your rollout plan should include educating functional stakeholders about the service, since this shift typically requires a few internal policy decisions. The contributions and support of functional leaders are a must for operational readiness and will help pave the way for a smooth introduction to end users.

Ensure Alignment On HR

- They'll ensure the best employee participation and rollout
- They'll consider the impact on reimbursement and expense policies

Security and Compliance

- They'll ensure your deployment meets your security and regulatory policies.

Finance

- They'll verify the financial business case and get onboarded to the internal billing process

Legal

- They'll ensure we take care of Tax implications and Legal liabilities

Procurement

- They'll need to phase out existing carrier contracts

Rollout Considerations

The user groups you choose for each phase of your roll-out depend on the type of roll-out.

Type of Rollout

Bring-your-own-device

This use case relates to organizations that are rolling out to reduce costs. Potential approaches:

- Replace the oldest devices first
- Deploy to organizations with the largest number of end users

Regulatory Compliance Use Case

This use case relates to organizations that are rolling out to ensure communications regulated for compliance purposes. Potential approaches:

- Deploying to the department or organization that is under the most regulatory compliance pressure

Multi-Location

This use case relates to organizations that are rolling out to multiple locations. Potential approaches:

- Deploy based on location:
  - Office
  - State
  - Country
  - Region
- Deploy based on the largest number of end users
- Deploy based on the organization that will be easiest to support.

User Groups

This use case relates to organizations that are rolling out to multiple user group types. Potential approaches:

- Deploy based on the most enthusiastic department first

Define Success Metrics

Define how you will measure success given the objectives for your MultiLine deployment.

Common metrics include the number of activated users, the number of corporate devices retired, and user satisfaction scores.

For tracking your activated users, you'll find instructions for Search users and view invitation status (https://help.moviuscorp.com/help/search-users) as highly instrumental.