Reviewing the success plan for Kestrel Grounds and Landscaping

Success plan review

The plan names three outcomes, and each has its own target and due date

Outcome	Measure	Target	Due
Self-serve onboarding for every new starter	Share of new field users activated in their first week	90%	22 December 2026
Move all crew scheduling into the platform	Share of crews scheduled in the platform	100%	31 August 2026
Cut missed visits through route planning	Share of visits completed on the planned day	95%	14 December 2026

Crew scheduling is complete and onboarding is on track

Complete

Crew scheduling in the platform

Target 100%, due 31 August 2026

On Track

Self-serve onboarding

Target 90%, due 22 December 2026

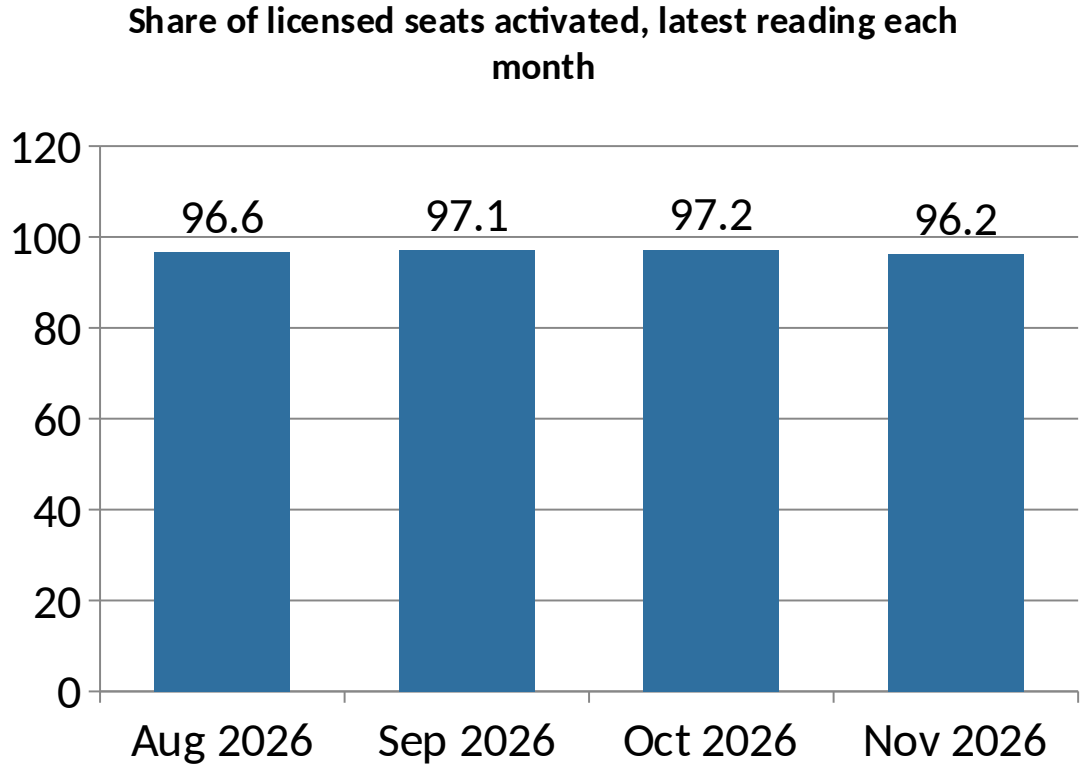
not available

Visits completed on the planned day

Target 95%, due 14 December 2026. We would like to look at this together.

Activation was 96.2% on 13 November 2026, against 97.2% on 30 October

- 1587 of 1650 licensed seats are activated, as of 13 November 2026
- Monthly readings are shown below, latest in each month



What has changed in your business that the plan should reflect?

- Which of the three outcomes matters most for the coming months?
- Is there a result you need that the plan does not name?
- Who on your side holds the figure for each measure?

Three proposals for what we keep, drop or add

- Proposal: keep the three outcomes and agree where each reading will come from
- Proposal: set a way to read the visits-on-planned-day measure; the route planning guide is about 20 minutes
- Proposal: look at timesheets, not in use so far; the guide on sending timesheets to payroll is about 8 minutes
- Your call on each: keep, change or drop

Soon after today we agree readings, and two due dates are close

- Our CSM: send the agreed measures and sources after today
- Your side, roles to be confirmed in the room: bring a current reading for each outcome
- Both: check in before 14 December 2026 and 22 December 2026, the next two due dates