SMART FEEDBACK

Insights-as-a-Service

SaaS Platform for Digitalization, Automation, & Operations Optimization For Smart Sites

Gaia: Digitalizing and Optimizing Operations for Smart Sites

Monitor

Assets

People

Process

Experience

Supply Chain

SmartFeedback™

Provide

Insights as a Service

Closed Loop Feedback

Action Response Engine

Digital Process Automation

Impact

Business Performance . Operations Efficiency . Revenue Assurance . Customer Satisfaction . Service Level

Unified SaaS Platform to Manage and Optimize Smart Sites

Site Experience

Customer Experience

Citizen Experience

Community E-Platforms

Site Intelligence

Temperature, Humidity

Footfall, Occupancy, Locks

Energy, Power, Outage

Site Management

Order Management

Inspection Management

Staff Management

Site Digitalization

Business Process

Cognitive Automation

Energy Optimization

Smart Sites

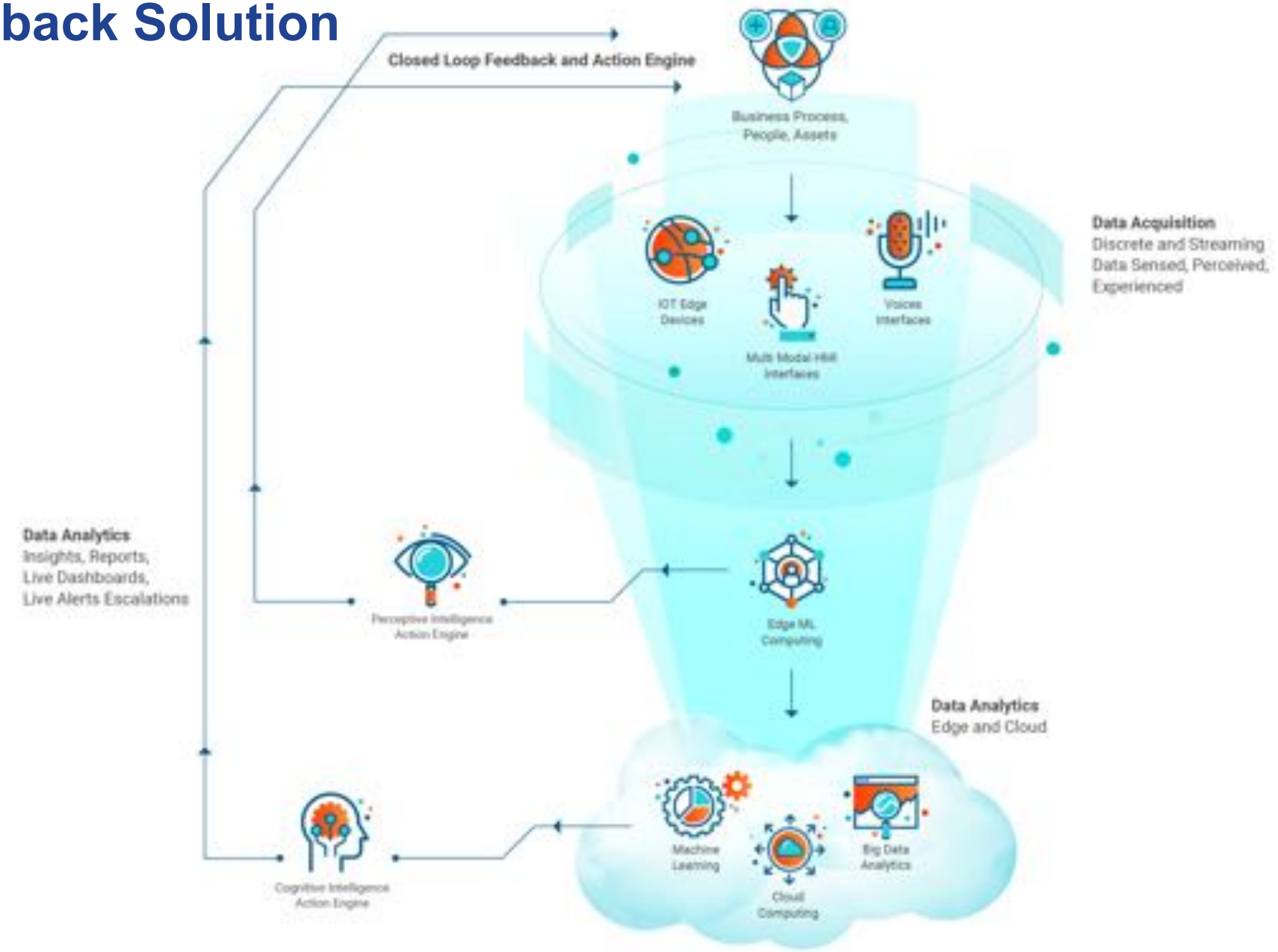
IOT, Digital, AI/ML, and Analytics Based Solutions

Facilities . Buildings . Transport . Transport Hubs . Hospitals . Warehouses . Logistics

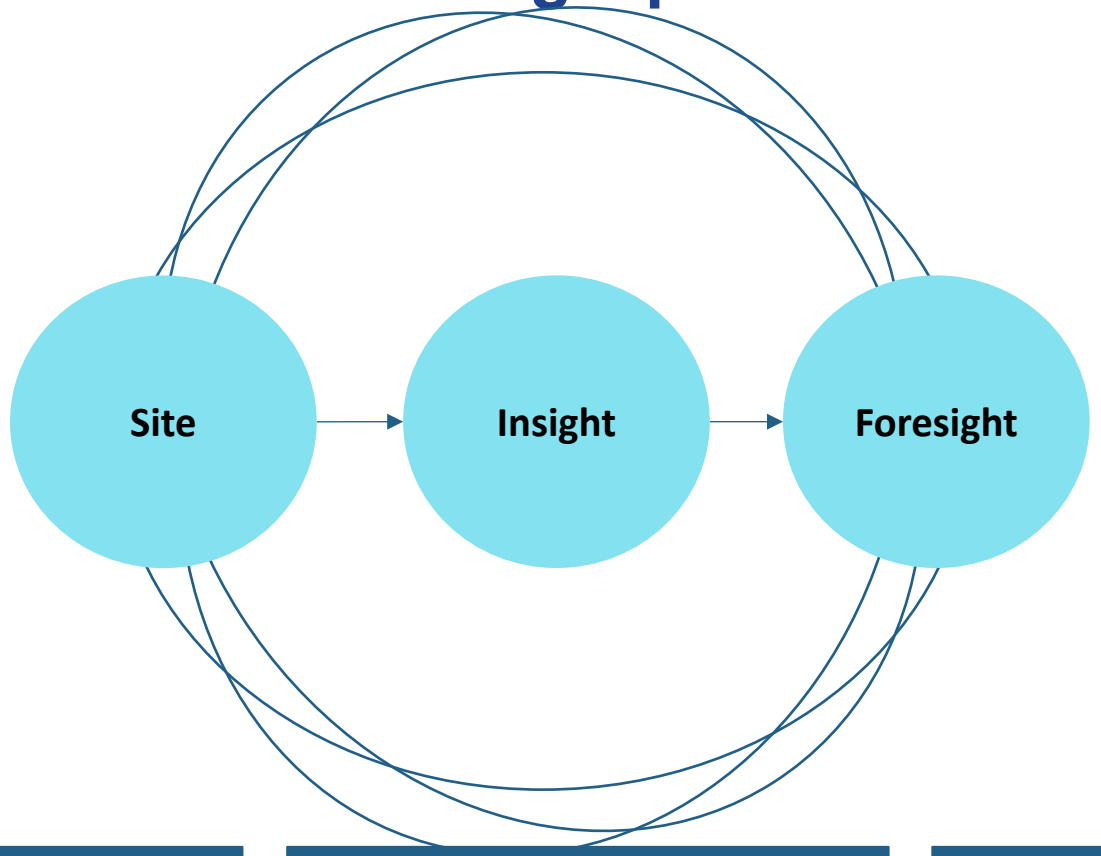
Supply Chain . Hospitality . Retail . Service Centre . Public City Infra . Smart Cities

Operations Optimization | **Grievance Redressal** | **Service Assurance**

Gaia Smart Feedback Solution



Gaia Smart Feedback – Enabling Optimization & Automation at Sites



Data Acquisition	Data Insights	Data Foresight
Collection: Ingest data from IOT devices or digital channels	**Analytics:** Real Time, Time Series, Comparative Analytics	**Integration:** API Based, Link to Client ERP or CRM Systems
Attribution: Multi-parameter data source attribution	**Visualization:** GIS, Drill Down, Multi Parameter Charts	**Enhanced Analytics:** custom AI/ML algorithms for prediction
Fusion: Add custom secondary data, on custom request	**Action Engine:** Custom Rules Engine, Auto Alerts, Multi Tier	**Custom Cognitive Automation:** Custom Modules on request

Customer Experience Management at Smart Sites

Customer or Citizen Feedback

- **Tap** — IOT Button Based Feedback
- **Touch** — Tablet Based Survey Feedback
- **Scan** — QR Based Web Survey Feedback
- **Talk** — Voice Feedback with Cloud NLP API or Edge ML

Collect Data From Multiple Channels at Points of Interaction along the Customer Journey

SaaS Platform & Dashboard

Analyze Data to Generate Real Time, Time Series & Comparative Analytics, and Manage Rules and AI Driven Action Engine

Benefits to Enterprises & Smart Sites

- **Enhance** Customer Journey
- **Measure** NPS, CSAT, Experience
- **Improve** Service & Operations
- **Understand** Pain Points & Happiness
- **Interpret** Reasons for Satisfaction
- **Monitor** 3rd Party Services
- **Boost** Employee Motivation
- **Increase** Brand Engagement
- **Impact** Loyalty & Revenue

Impact Business Metrics and Improve Customer Experience through Real Time and Systemic Insights; Integrate into CRM or Ops Systems

Intelligent Site Management at Smart Sites

Site Feedback from Users or Sensors

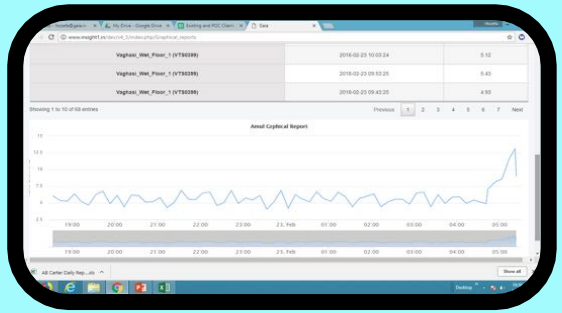
Multiple Sensors Connected to IOT Gateway

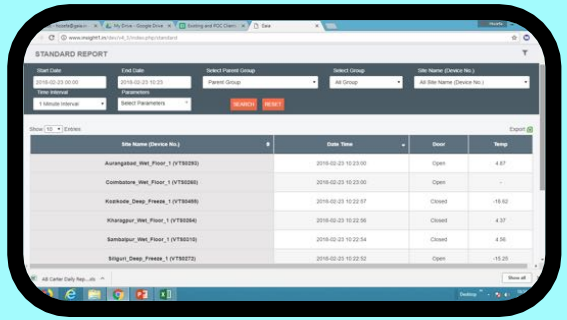
Apps or Interactive Web Surveys Via Tab or QR

Voice Data with Cloud NLP or Edge ML

Collect Data From Multiple Sensors or Channels from Multiple Locations

SaaS Platform & Dashboard





Analyze Data to Generate Real Time, Time Series & Comparative Analytics, and Manage Rules and AI Driven Action Engine

Benefits to Enterprises & Smart Sites

Monitor
Real Time Site Parameters

Collect
Data from Sensors & Users

Understand
Actionable Data Driven Insights

Escalate
Alerts on Breaches for Response

Reduce
Unplanned Downtime & Disruptions

Improve
Asset Tracking & Maintenance

Manage
Staff & 3rd Party Schedules

Enhance
Site Operations Reduce Cost

Impact
Energy & Water Consumption

Impact Business Metrics and Improve Site Operations through Real Time and Systemic Insights; Integrate into enterprise systems

Site Management

Monitor sites and process parameters.

Manage distributed site operations through integrated insights and reports to gather site intelligence and improve site operations.

Manage Cold Chains, Warehouses, Buildings & Urban Spaces

Measure:
Temperature .
Humidity.
Door Lock .
Current .
Power .
Lux .
Footfall .
Fuel Level .
Gases .
Location

Benefits:

Single View Management of Multiple Sites

Remote Monitoring of Site Parameters

Optimize Site Operations & Manage Issues

Analyze Patterns to Predict Site Issues & Faults

Enabled by Smart Feedback Platform

Asset Management

Monitor and maintain assets registry, inventory, maintenance, and performance.

Detect real time faults and breaches. Raise alerts and create feedback action engine to improve sites and facilities operations.

Measure:
Temperature . Current . Power . Fuel Level . Proximity . Location . Asset Registry . Maintenance Check Sheet . Asset Efficiency . Inspection List . Renewals & Contracts Check Sheets

Benefits:

Monitor Asset Productivity & Performance

Detect & Repair Anomalies & Breaches

Predict Faults for Proactive Maintenance

Create Unified Enterprise View of All Assets

Enabled by Smart Feedback Platform

People Management

Monitor and track staff.

Manage staff attendance, task allocation, location, and performance to improve site productivity and business impact.

Measure:
Footfall .
Location .
AI Based Biometrics .
Apps .
Attendance .
Task Checklist .
Task Allocation

Benefits:

Track, Monitor & Manage Staff Attendance & Performance

Remote Monitoring of People Location

Manage Task Allocation & Task Based Productivity

Analytics To Impact Motivation & Rewards

Enabled by Smart Feedback Platform

Experience Management

Monitor site experience of users.

Understand customer and staff experience, and improve site performance and customer satisfaction. Manage site services such as space utilization, pantry orders, inventory orders, and community interactions.

Measure:
Experience Feedback . Grievance Management . Footfall . Location . Biometrics . Apps . Order Management . Space Utilization Management . Service Level Check Sheets . Community E-platforms

Benefits:

Improve Site Experience & Manage Grievances

App Based Provision & Management of Site Services

Track Site Service Levels, Inventory, Availability

Create Unified Site Wise & Enterprise View of Site Services

Enabled by Smart Feedback Platform

Sustainability Management

Monitor site energy and water consumption.

Optimize resource usage in existing buildings to improve site sustainability parameters.

Measure:
Temperature .
Humidity .
Current .
Power .
Lux .
Footfall .
Fuel Level .
Bin Level .
Location .
Baseline Energy Audit

Benefits:

Track, Monitor & Manage Resource Consumption

Condition Based Maintenance of Equipment

Predictive Optimization of Resource Consumption

Reduce Resource Cost & Leakage to Improve Site

Enabled by Smart Feedback Platform

Smart Feedback Platform Serves Smart Sites Across Industries

Facilities Management

Warehouses & Logistics

Retail & Service Centers

Food & Cold Retail

Pharma & Vaccines

Hospitals & Health Centers

Transport & Transport Hubs

Railways & Airports

Urban Spaces & Cities

Smart Feedback Customer Traction

120 Cities

32 Airports

200+ Trains

Retail Stores

Hospitals

Buildings

Warehouses

Exhibitions

Thank You

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