



proceso

FOR A DIGITALLY EMPOWERED
WORKFORCE

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Introducing 'Proceso' on Microsoft Teams

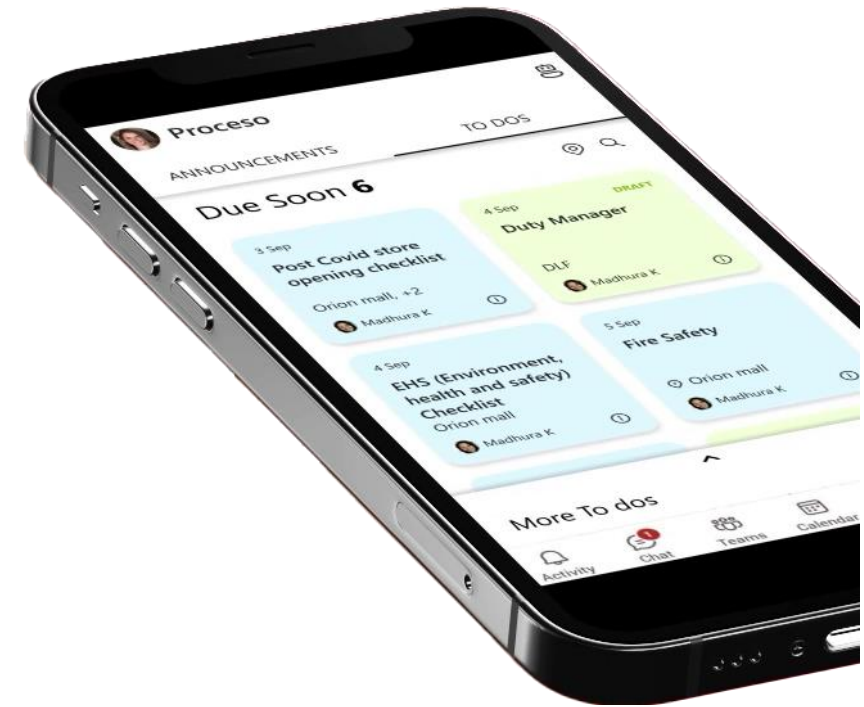


A Repository of Processes
Pre-built for Microsoft Teams.

Drives Revenue, Productivity, Compliance, Cost Savings

Provides AI enabled Insights

Covers all Personas across the enterprise



Team Platform Challenge 2021
WINNER



Special mention: Best Employee Engagement and Experience

Overall Value Proposition



Cost Savings

Considerable reduction in the cost of SOP automation with ready to use process templates to configure, roll out and track key processes.



Time Savings

Improves efficiency as it connects all roles in the organization through a BOT and adaptive cards in Teams where high visibility notifications ensure awareness and timely action for PC and mobile workers



Compliance

Timely & accurate compliance reducing the cost of follow ups, escalations and delays; saving management bandwidth and preventing regulatory non-compliance.



Improved Customer & User Experience

Consistent and high-quality Customer experiences driving improved NPS and high employee productivity



Offerings For Retail



Supervisors' Productivity

- Floor Walk
- Duty Manager Checklist
- Area Sales Mgr. Checklist
- Visual Merchandising Audit
- Global Inventory Count
- Stock Sync & Review
- Sales Sync & Review
- New Store Opening



Frontline Workers' Productivity

- Store Opening/Closing Checklists
- Customer Returns/Exchanges/Warranty
- Weekly Inventory Count
- Returnable/Non-Returnable Stock Movement
- Offers/Product Knowledge Dissemination and Assessments



Auditors Productivity

- Store Health Audit
- Store Sales Audit
- Cash Imprest Audits
- Sustainability/ Carbon Footprint Audit
- Premises Safety Checklists
- Fire Safety Checklists
- Pandemic Protocols Checklist



Enhanced CX and Revenue

- Customer Surveys
- Promotions Outreach
- Customer Grievance
- Customer Service
- Personalized service for customers
- Recommendations and Assisted Selling



Unified Manager Approvals

- Finance
- Procurement
- HR and Admin
- Warehousing
- Distribution
- Sales
- Marketing



CEO's Office

- Compliance Dashboard
- Project Governance
- Meetings Governance
- Track Financial Risks
- Track Major Opportunities



Productivity of Supervisors

Enhanced Supervisor Productivity					
Ref	Metric	Source	Year 1	Year 2	Year 3
A1	Minutes Saved per week communicating with frontline workers/employees/SMEs	Interviews	50	50	50
A2	Total Hours saved per year per manager	A1*52 Weeks	43	43	43
A3	Number of frontline supervisors	Composite	300	300	300
A4	Average fully burdened supervisors' wage	TEI Standards	\$40	\$42	\$44
A5	Productivity recapture rate	TEI Standards	80%	80%	80%
At	Enhanced supervisor productivity	A2*A3*A4*A5	\$412,800	\$433,440	\$454,080
	Risk Adjustment	15%			
Atr	Enhanced supervisor productivity (risk-adjusted)		\$350,880	\$368,424	\$385,968
Three Year Total: \$1,105,272			Three Year present value: \$913,448		

WORK MANAGEMENT

Optimize business operations such as

- Task management
- Progress mapping
- Reporting
- Escalations through a single system with integrated applications.



In 3 years, the organization saves \$ 1.1 Million or at least \$250K for low-cost geos

EMPOWER THE FRONTLINE

Productivity for a Connected Workforce

Reduced Errors Due to Misinformation

Ref	Metric	Source	Year 1	Year 2	Year 3
B1	Total Cost of Errors	Assumption	\$125,000,000	\$130,000,000	\$135,200,000
B2	Portion attributable to misinformation	Assumption	12%	12%	12%
B3	Reduction in errors attributable to Teams	Interviews	15%	20%	25%
Bt	Reduced errors due to misinformation	$B1*B2*B3$	\$2,250,000	\$3,120,000	\$4,056,000
	Risk Adjustment	20%			
Btr	Reduced errors due to misinformation (risk adjusted)		\$1,800,000	\$2,496,000	\$3,244,800
Three Year Total: \$7,540,800			Three Year present value: \$6,137,040		

Top benefits for Frontline workers

Reduced Errors due to misinformation



Less than
25%
 of Frontline workers have
 the right tools to do their job

REGULATORY & SOP COMPLIANCE

Multi-Faceted Compliance With Proceso

Time Compliance

SOPs completed on time without the need for follow ups and escalations.



Location Compliance

Workers complete their tasks on location whether a factory or a healthcare centre or a retail store.



Identity Compliance

SOP completed by the user to whom it is assigned.



Device Compliance

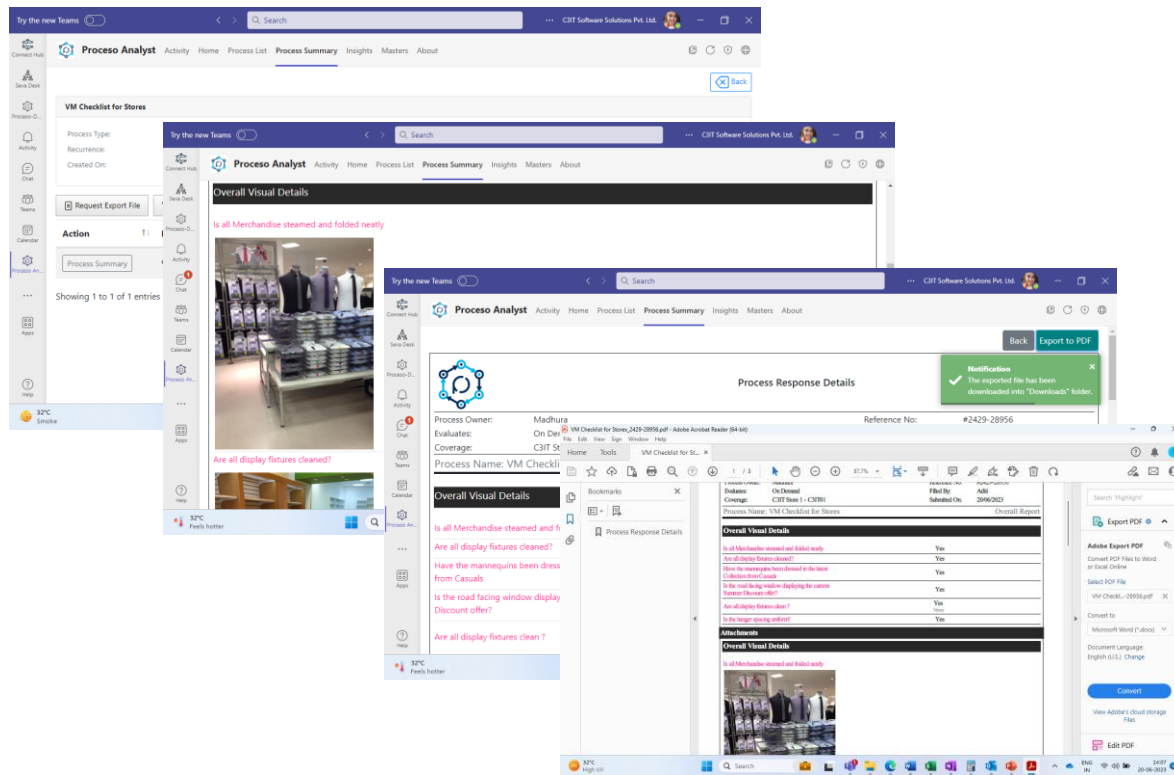
Evidence collected and recorded on a secure device



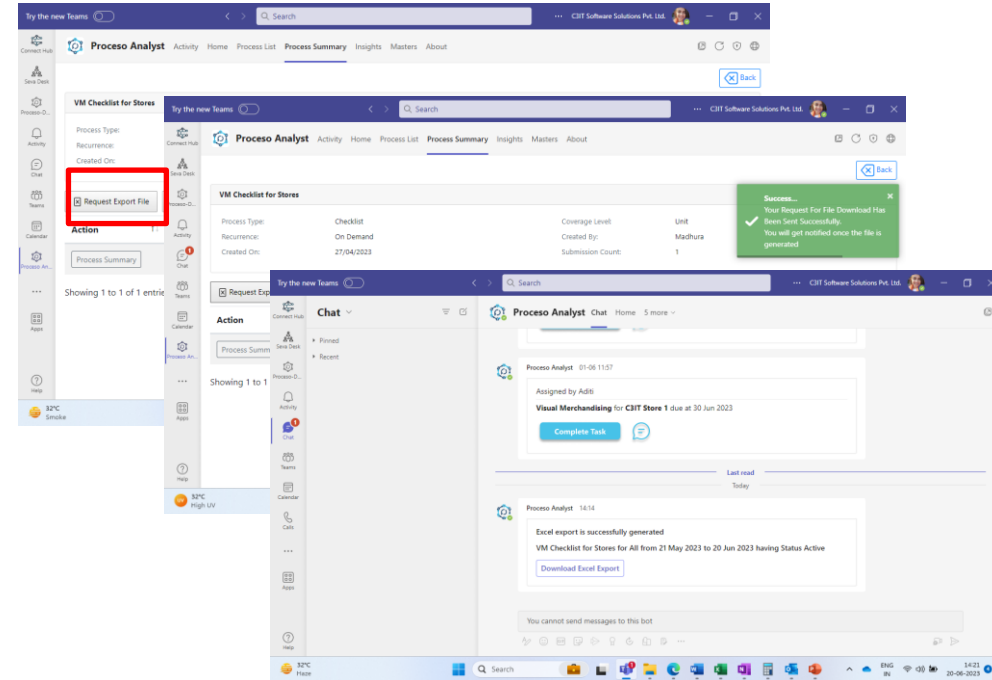
SCENARIO – DOCUMENT GENERATION

Visual Merchandising report and deck Extraction for analysis

PDF Report



Excel Report



PPT Report

