gluu

Value proposition
Gluu helps mid-sized organisations to succeed with their process work.

Business Problem	Gluu Value	Product Fact	Benefits	Results	Cases	Key Features
1. Reduce Direct Cost	**Save time with digital registrations**	Create forms and distribute them with automatic tasks (and instructions) - to the right person at the right time	➔ No management delegation time. ➔ Data is captured in the work situation. ➔ Faster registration. ➔ Higher completion rate. ➔ Each person knows what to do. ➔ No paper handling. ➔ No invalid data.	➔ Better data quality. ➔ 90% time saving. ➔ No invalid data. ➔ Full traceability.	RPC Superfos	➔ Forms ➔ Mobile apps
	Reduce IT licence and training costs	See exactly which employees that work with specific activities that require IT licenses	➔ Transparency on IT licence needs by activity.	➔ Savings from reduced licence numbers.	Verdo	➔ Process Mapping ➔ Role Library ➔ Work Instructions
	Improve process efficiency	Reduce activity cycle time and process throughput time	➔ Reduce number of handovers. ➔ Simplify process flow.	➔ Shorter cycle time. ➔ Lower failure rate. ➔ Reduce bottlenecks and stops. ➔ Less secondary work.	RPC Superfos	➔ Process Mapping ➔ Work Instructions ➔ Tasks & Checklists ➔ Cases ➔ Forms ➔ Mobile apps

Seven Business Problems that Gluu Helps to Resolve
25 examples of value creation from Gluu use cases

	Value	Fact	Benefit	Result	Cases	Features
2. Reduce Cost of Non-Quality	**Sustain a Lean programme**	Transparency and communications helps to remove the friction when collaborating around continuous improvement	➔ Delegate process ownership. ➔ Clarify work flow across functions. ➔ Connect from top level to frontline. ➔ Organise activities with 5S. ➔ Capture issues where work happens. ➔ Collect input and data for improvement 24/7.	➔ Increase in improvement number. ➔ Faster from idea to improvement.	Bisnode RPC Superfos	➔ Integrated platform.
	Standardise work	One place and format for flows, roles and work instructions	➔ Reduce complexity by making instructions easy to find and understand. ➔ Use roles to personalise work procedures. ➔ Clarify the What, Why, Who and How for every recurring task. ➔ Get standard work to frontline workers through mobile apps.	➔ Fewer errors. ➔ Faster cycle time. ➔ Increased use of common purchase agreements. ➔ Less rework. ➔ Faster from idea to improvement.	Les Deux CitizenM Fitness World	➔ Process Mapping ➔ Work Instructions ➔ Tasks & Checklists ➔ Cases
	Find and document quality problems visually	Take photos of errors in production process	➔ Take photos to document problems at each step. ➔ Spot deviations in order production.	➔ Document recurring problems with suppliers.	Morsøe Bramidan	➔ Mobile apps
	Manage preventive maintenance	Run recurring maintenance tasks for any asset	➔ One role-based maintenance calendar. ➔ Record jobs with custom forms. ➔ Case flows for on demand maintenance.	➔ Fewer tasks forgotten. ➔ All is recorded.	RPC Superfos	➔ Tasks & Checklists ➔ Cases ➔ Forms ➔ Mobile apps

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3. Ensure Compliance in all areas (GDPR, QHSE, IT Security, Food control, etc.)	**Prove that processes are followed**	Run report to show time, person, location and comment per time period or case	➜ Automatic reporting. ➜ Document *all* process runs. ➜ Audit on the distance.	➜ Save analyst time. ➜ Increase credibility with customers.	RPC Superfos	➜ Tasks & Checklists ➜ Cases
	Filter activities by compliance requirement	Show which processes that use specific systems or has specific risks	➜ Report to auditors with ease. ➜ Show compromised activities (IT security).	➜ Lower risk. ➜ Faster response time.	Fitness World	➜ Process Mapping ➜ Forms
	Prepare for certification	Map critical processes in Gluu to bring an organisation 80-90% of the way to a certification	➜ Delegate process mapping and ownership. ➜ See how processes are related. ➜ Avoid investing in a QMS system.	➜ Faster to certification. ➜ Less project management. ➜ Easy from project to operations.	MedTech	➜ Process Mapping ➜ Role Library ➜ Work Instructions
	Remember all tasks	Automate the annual compliance task calendar	➜ Ensure important tasks are not forgotten. ➜ Not dependent on individuals (it is role based).	➜ Fewer tasks forgotten. ➜ Full traceability. ➜ Employees fill-in for each other.	RPC Superfos	➜ Tasks & Checklists ➜ Cases ➜ Forms ➜ Mobile apps
	Non-conformance reporting	Report and manage deviations in own process	➜ Tie non-conformance reporting to any process. ➜ Avoid special system.	➜ Full traceability. ➜ Reduce system cost. ➜ Avoid new tool.		➜ Cases ➜ Forms

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4. Increase Employee Satisfaction	**Make employee onboarding succeed every time**	Map an onboarding process with tasks across all roles and ensure it is completed for every new hire	➜ Get an overview across roles. ➜ Report on every employee's onboarding. ➜ Document approvals and equipment handovers.	➜ Higher employee satisfaction. ➜ New hire becomes productive faster. ➜ Less vulnerable to employee churn.	Fitness World	➜ Process Mapping ➜ Work Instructions ➜ Forms ➜ Cases
	Ensure everyone knows what to do	"Gluugle" processes and work instruction to find the right way each time	➜ Greater role clarity for employees. ➜ Less pressure on central support functions. ➜ Larger scalability	➜ Fewer errors. ➜ Faster onboarding. ➜ Faster start up of new locations. ➜ Less vulnerable to employee churn.	Fitness World TimeLog Paysafe Ennova	➜ Process Mapping ➜ Work Instructions ➜ Role Library
	Conduct employee performance reviews	Create performance review flows to run as cases	➜ Performance review tasks in same tool as other tasks. ➜ Roles, processes and personal development info in one place.	➜ Avoid an extra tool. ➜ Consolidate competence information in one place.	RPC Superfos	➜ Process Mapping ➜ Work Instructions ➜ Forms ➜ Cases
	Conduct and document e-learning	Create time and case based training sequences	➜ Run mandatory trainings for specific user groups. ➜ Document trainings by user.	➜ Avoid e-learning system.		➜ Forms ➜ Cases
	Value	Fact	Benefit	Result	Cases	Features
5. Enable Digitalisation	**Make business processes transparent**	Map processes to enable digital projects	➜ Avoid repeating process mapping in each digital project. ➜ A common process relationship overview shows digital project	➜ Consulting time saving through reuse. ➜ Fewer meetings to		➜ Process Mapping ➜ Work Instructions

5. Enable Digitalisation			boundaries.	clarify project scopes.		
	Value	Fact	Benefit	Result	Cases	Features
	Digitize case flows	Digitize your own case flows by setting up templates to execute specific sequences of tasks	➔ Get a good, visual overview of the status of each case. ➔ Record case history automatically. ➔ Analyse case flow and volume. ➔ Share case tasks across role owners.	➔ Lower case error rate. ➔ Management time savings. ➔ Documentation time savings. ➔ Faster average case completion.	Skou Gruppen ALSTE Tech.	➔ Process Mapping ➔ Work Instructions ➔ Forms ➔ Cases
	Help and train for systems implemen-tation	Show activities that are supported by system and how this is used before employees access it	➔ Clear understanding of system's role vs employee task. ➔ Flexibility in optimising activities around system without having to make changes to the system.	➔ Higher systems satisfaction. ➔ Lower rate of change requests. ➔ Higher chance of realising systems business case.	Sermerso oq IJH	➔ Process Mapping ➔ Work Instructions ➔ Comments
	Value	Fact	Benefit	Result	Cases	Features
	Incident reporting based on actual process	Report on system issues using Gluu's comment feature. Discuss, resolve and communicate incidents to relevant users	➔ Incident reporting based on more accurate process understanding. ➔ Communicate to all relevant stakeholders with one action. ➔ Enlist other users to help resolve incidents. ➔ Split required process and system changes.	➔ Fewer irrelevant incident reports. ➔ Faster incident turn-around. ➔ Fewer change requests due to better qualification.	IJH	➔ Process Mapping ➔ Work Instructions ➔ Comments
	Prepare to	Map and stabilise	➔ Get an overview of automation	➔ Better quality of		➔ Process

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	automate work flows (AI and Robotics)	processes to pinpoint the best opportunities for automation, then integrate to automate	opportunities across systems. ➜ Ensure processes are stable before starting automation projects.	automation. ➜ Better resource allocation. ➜ Higher chance of automation success.		Mapping ➜ Work Instructions ➜ Forms ➜ Cases
	Value	Fact	Benefit	Result	Cases	Features
6. Manage Risk	**See all high risk activities across processes**	Map activities with special risk to highlight and find them and their tasks	➜ Get a real time risk register. ➜ Decentralise risk management. ➜ Make risks visible to employees. ➜ Meet new ISO 9001:2015 requirement.	➜ Ongoing risk assessment. ➜ Risks become more transparent.		➜ Process Mapping
	Disaster planning	Map and execute disaster plans for security breaches, injuries, fire, breakdowns, etc.	➜ Get a clear game plan to practice. ➜ Log actual disaster task completion for post-mortem analysis. ➜ Make disaster planning based on roles, not individuals.	➜ Better disaster preparation. ➜ Communicate with a clear story to external parties. ➜ Full activity log.		➜ Process Mapping ➜ Work Instructions ➜ Forms ➜ Cases
	Value	Fact	Benefit	Result	Cases	Features
7. Improve Customer Experience	**Document batch quality**	Run each order production as a case and document process compliance on batch level	➜ Give your customer a quality report with each delivery. ➜ Stand out from competitors. ➜ Document compliance at a more granular level.	➜ Sell at higher prices. ➜ Increase customer satisfaction and loyalty.		➜ Forms ➜ Cases
	Clarify all customer touch points	Map processes to show all customer touch points. Then	➜ Understand which processes that impact the customer experience. ➜ Enable your team to optimize the	➜ A clear understanding of which processes		➜ Process Mapping ➜ Work

		create a process overview to show all processes that impact customer experience.	flow from the customer's perspective.	that add value and which that do not. ➔ A better customer experience has been enabled.		Instructions