



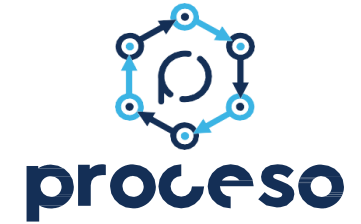
# proceso

FOR A DIGITALLY EMPOWERED  
WORKFORCE

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[www.proceso.in](http://www.proceso.in)

# Introducing 'Proceso' on Microsoft Teams

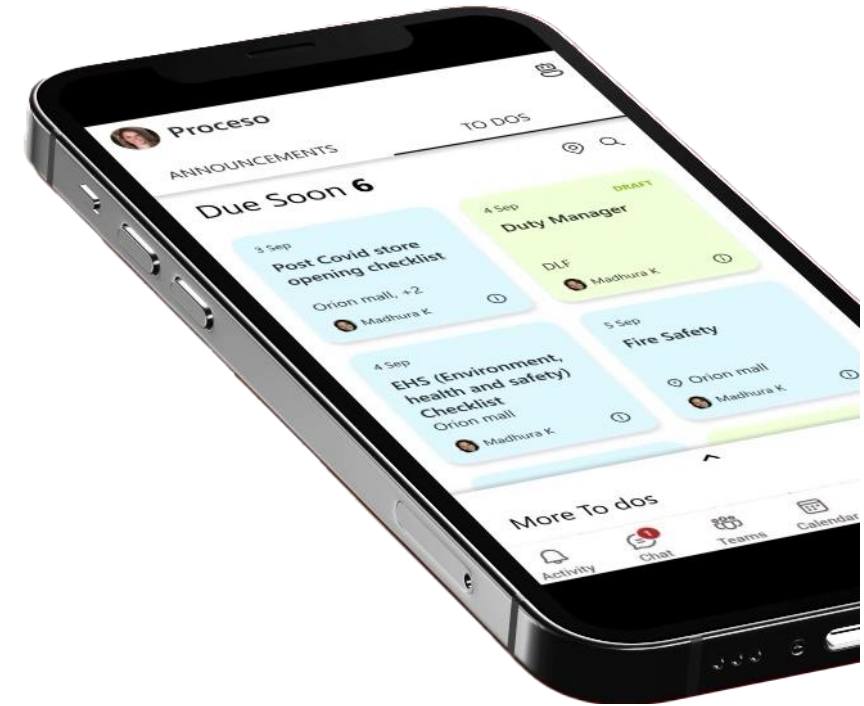


A Repository of Processes  
Pre-built for Microsoft Teams.

Drives Revenue, Productivity, Compliance, Cost Savings

Provides AI enabled Insights

Covers all Personas across the enterprise

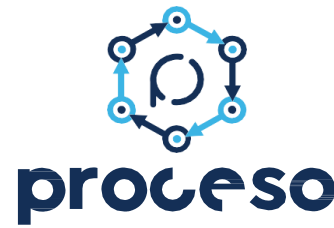


Team  
Platform  
Challenge  
2021  
WINNER



Special mention: Best Employee Engagement and Experience

# Proceso Offerings



## Frontline Workers' Productivity

- Daily Task list
- Task execution
- Task reporting and escalation
- Task review and closure
- Product Knowledge Updates and Assessments



## Supervisors' Productivity

- Task Planning
- Resource Allocation
- Task Communication
- Task Review and Reporting



## Audit/Business Assurance Productivity

- Sustainability/ Carbon Footprint Audit
- Employee Health Checklists
- Premises Safety Checklists
- Fire Safety Checklists
- Pandemic Protocols Checklist
- Business Health Audits



## Enhanced CX and Revenue

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



## Unified Approvals for Managers

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



## Executive Office

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

**EMPOWER THE FRONTLINE**  
Productivity for a Connected Workforce

Over 2 billion frontline workers are at the forefront of every major industry. From retail to healthcare to energy and more, frontline workers build and sustain large organizations day-in-and-day.

- They use the best equipment with customers.
- They carry out operations tasks that keep the business running.
- They work the best equipment and services.

Proceso empowers the frontline, equipping them with the tools and skills they need to succeed. By personalizing work from a digital assistant and group notifications in real-time, the experience is designed to be efficient and easy to use.

**Less than 25%** of frontline workers have changed a work order in the past year.

Top benefits for Frontline workers:

- Streamlined workflow
- Efficient communication
- Real-time updates
- High-quality customer service
- Increased productivity
- Reduced downtime
- Improved safety
- Enhanced training and security
- Streamlined processes
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**Productivity of Supervisors**

As a multi-national organization, 500+ frontline supervisors who are critical to their success are managed by Proceso. They use Proceso to streamline their workflow and improve their productivity.

How can Proceso help you? (By reducing the number of work orders and improving the quality of work orders.)

The organization says these supervisors an average of \$400K (for low-cost geos) per year, resulting in a total savings of \$200M in benefits. It also provides an average increase of 40%.

These data supervisors are 80% of the time they save to other teams to enhance their daily work.

**WORK MANAGEMENT**

- Streamlined workflow
- Efficient communication
- Real-time updates
- High-quality customer service
- Increased productivity
- Reduced downtime
- Improved safety
- Enhanced training and security

In 3 years, the organization saves \$ 1.1 Million or at least \$20K for low-cost geos

**REGULATORY & SOP COMPLIANCE**  
Multi-Faceted Compliance With Proceso

Proceso helps organizations ensure compliance with regulations and SOPs. It provides a centralized platform for managing compliance tasks, including audits, checklists, and reporting.

Key features include:

- Streamlined workflow
- Efficient communication
- Real-time updates
- High-quality customer service
- Increased productivity
- Reduced downtime
- Improved safety
- Enhanced training and security

100+ connectors

**CEO's Office**

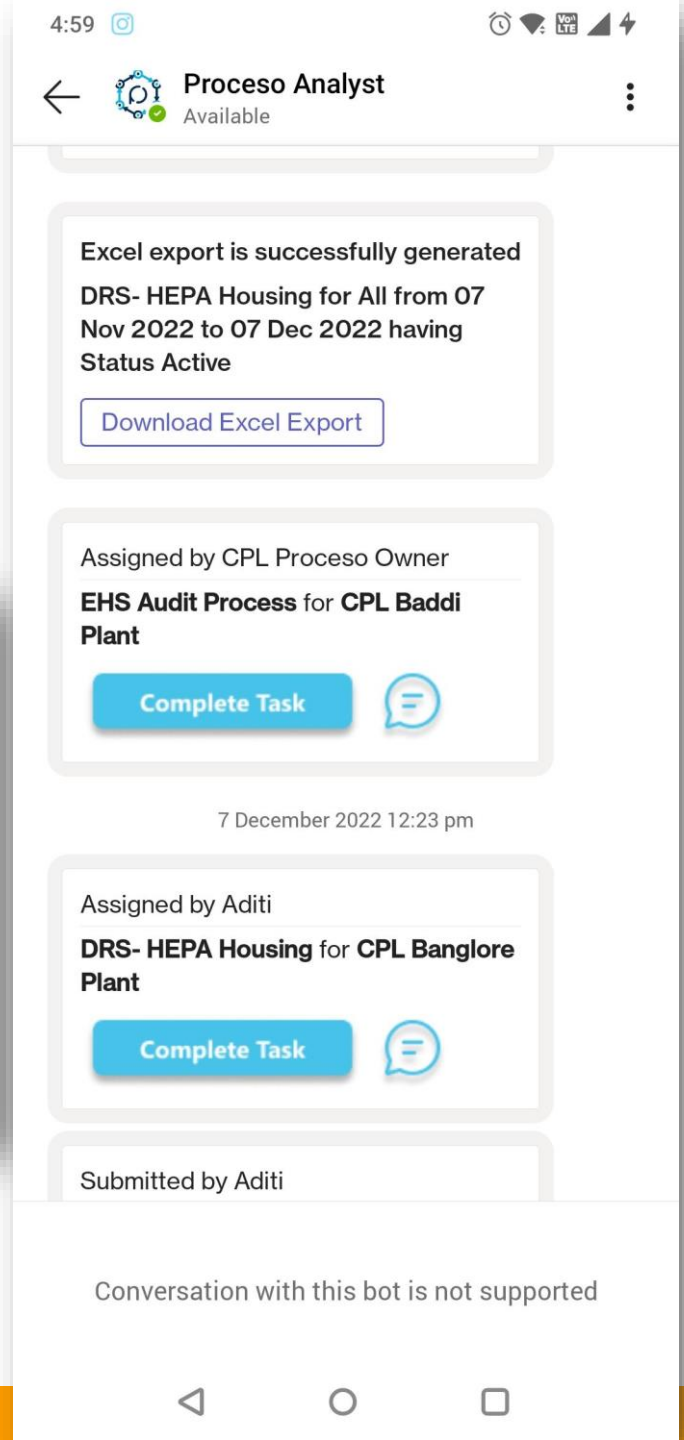
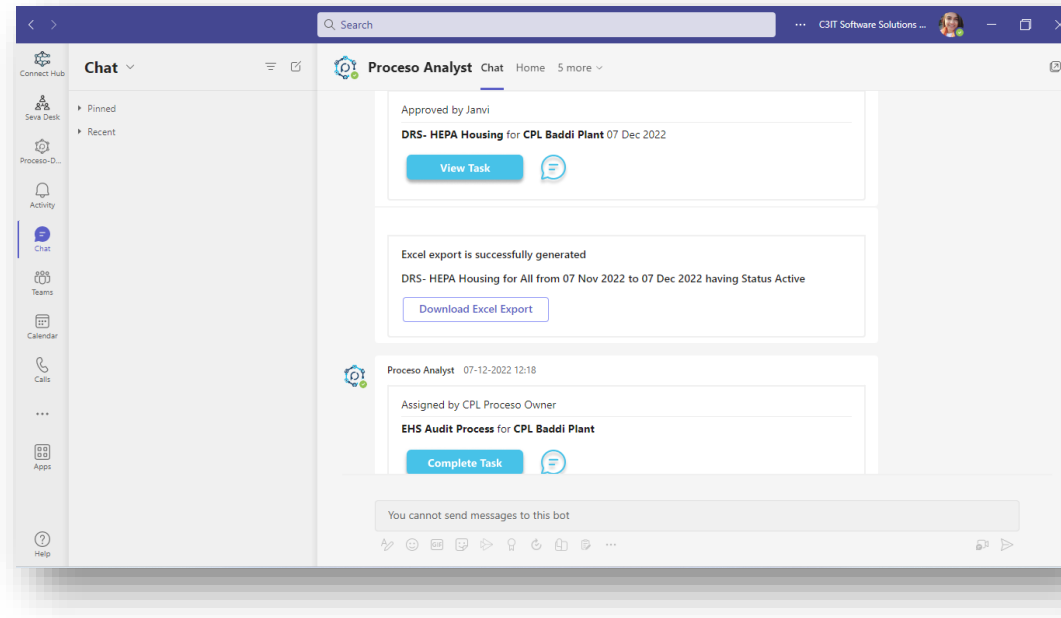
Improved visibility of initiatives at the CEO's office contributes to better and timely decision making

Leveraging Proceso to track the status of any type of organizational initiative, Project or activity, recording milestones and getting reminders and escalations on delays.

## SCENARIO – A DAY IN THE LIFE OF AN EMPLOYEE – BOT VIEW

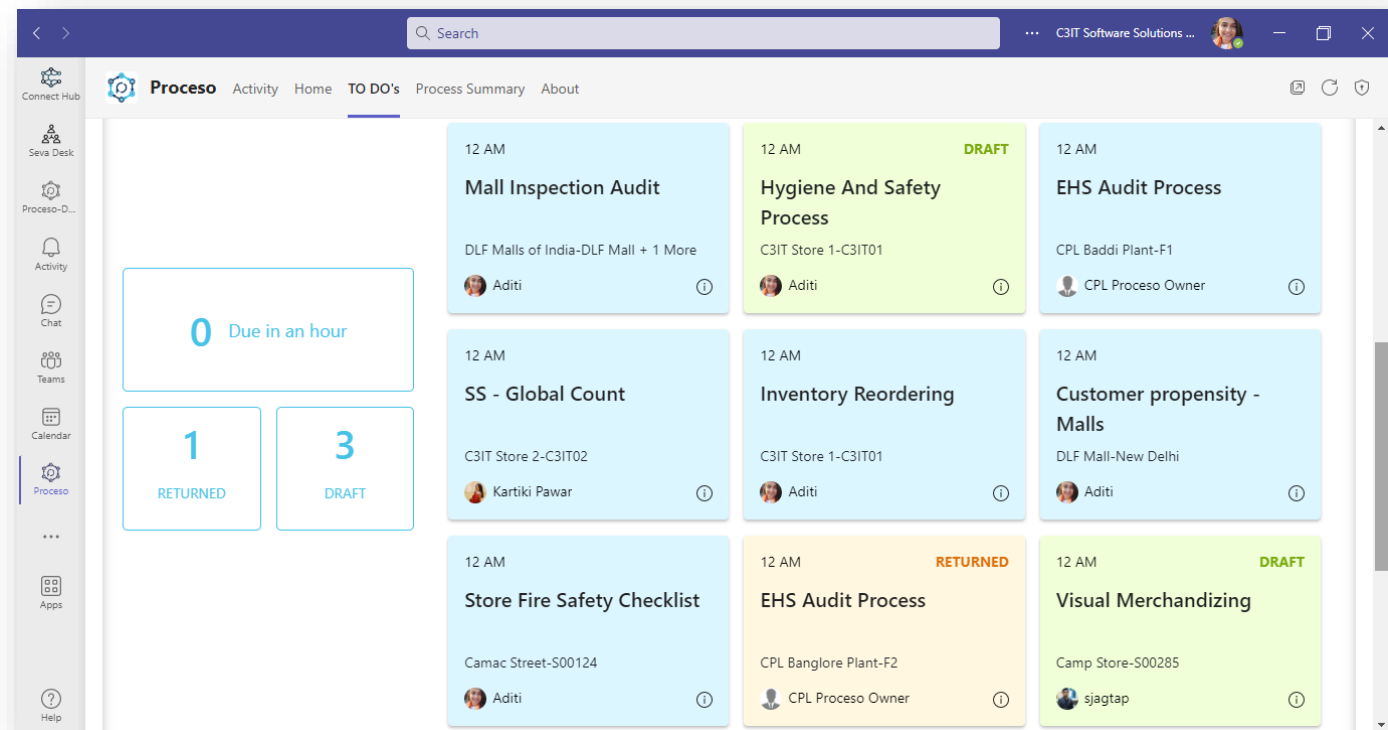
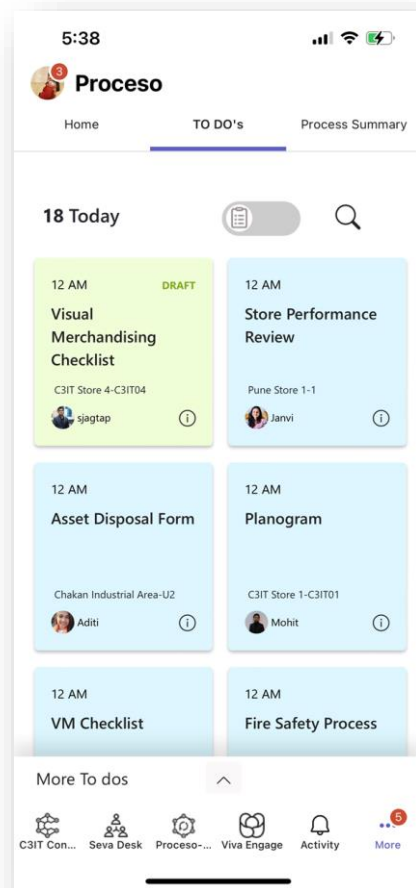
# All the tasks, notifications in MS Teams chat on an adaptive card

- Each employee whatever their role receives all the notifications of their tasks in the Teams chat
- Receiving the notification on an easy-to-use adaptive card in Teams
- Opening of task card
- Filling and submitting responses with attachments, images (if any)
- Approving/ rejecting/ sending back or delegating



# SCENARIO – A DAY IN THE LIFE OF AN EMPLOYEE – APP VIEW

## All Tasks at one place



# 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





# Productivity of Supervisors

Let's say a Model organization employs 300 frontline supervisors who save close to 1 hour each week (50 minutes) by using Teams and Proceso to streamline employee communications.

They are able to check on and deploy (or redeploy) their people to accomplish tasks without having to, for instance, walk to a receiving dock, cross a retail or factory floor, or drive to a nearby bank branch.

The organization pays these supervisors an average of \$40 (\$6 for low-cost geos) per hour, including a base wage and an additional 30% in benefits. It also provides an annual wage increase of 4%.

These busy supervisors use 80% of the time they save to attend to other tasks to achieve their daily and weekly goals

## 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

Over 2 billion frontline workers are at the forefront of many major industries ,from Retail to Healthcare to name just a few. Frontline workers lead what many large organizations do everyday.

- They are the first to interact with customers.
- They carry out operational tasks that keep the business running.
- They are the first to promote or service new products.
- They represent the company brand.

Proceso empowers the frontline, ensuring they complete their tasks on time supported by personal reminders from a digital assistant and group notifications in a collaborative workspace in Microsoft Teams and on e-mail and other channels.

**Welcome to the Future of Work!**

## Top benefits for Frontline workers



### Connected workforce

A disengaged workforce and difficulty accessing information impact productivity.



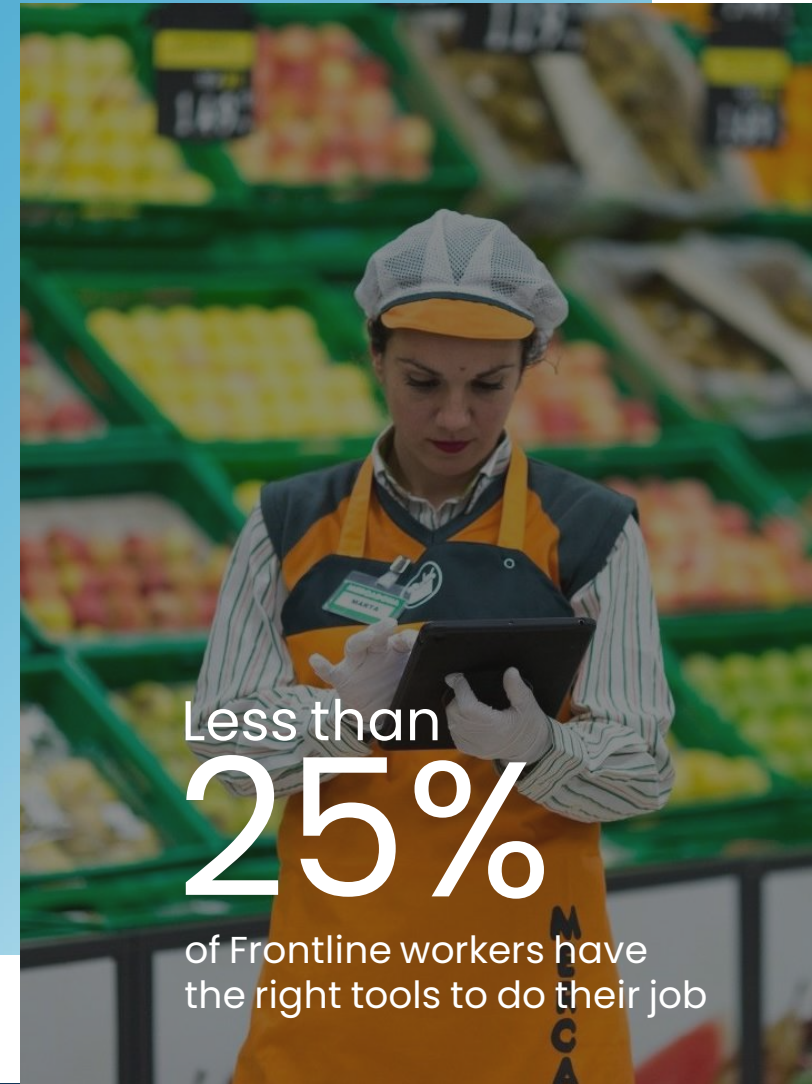
### Digitised processes

Manual processes and outdated digital tools hinder efficiency.



### Onboarding & Retention

Organizations face challenges onboarding, training and retaining a distributed workforce.



Less than  
**25%**

of Frontline workers have  
the right tools to do their job





Dynamics 365

SAP SuccessFactors 



 workday.



 Adobe Sign

 QuickBooks.

# processo



Extend LOB Apps for Unified Approvals



servicenow

100 + connectors

 freshdesk

## REGULATORY & SOP COMPLIANCE

# Multi-Faceted Compliance With Proceso

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### 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



Learn more about Proceso at  
[www.proceso.in](http://www.proceso.in)

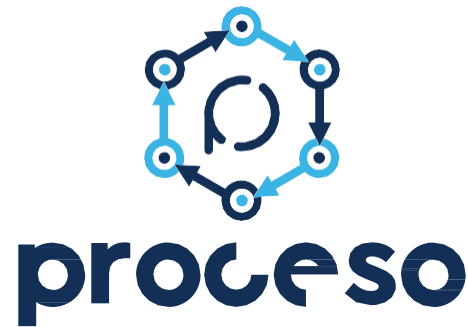


### **Microsoft Solutions Partner**

Modern Work  
Digital & App Innovation  
Data & AI  
Infrastructure

### **Advanced Specialization**

Adoption & Change  
Management



### **Contact Us**

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We transform the way employees work, collaborate and communicate!