



## ENHANCED EMPLOYEE ENGAGEMENT, OPERATIONAL EFFICIENCY & COMPLIANCE

Customer Service needs to focus on Proactive Customer Retention and track Customer Satisfaction Indices & Feedback

Operations needs to ensuring Smooth Hotel Operations, Fire & health safety, Coordinate Medical Assistance and conform to SOPs

HR needs to Strengthen the Workplace Community, Employee Engagement, Enable new Employee Training & Assessments and Talent Acquisition

**Connect** for **HOSPITALITY** offers all of these and more, as a Hub on Microsoft Teams that brings together Processes, Communications, Documents and Knowledge.

**DIY SOP Automation**  
Build SOPs,  
Track Real-time Compliance

**Document Hub**  
Document Workspaces

**Intranet**  
Communicate  
Engage Employees

**Knowledge Hub**  
Learning Assets,  
Experts Community

**REDUCES TAT ~40-50%**  
On Compliance & Audits

**IMPROVES CUSTOMER EXPERIENCE**  
Higher compliance, fewer escalations, feedback tracking

**Outcomes**

**PROMOTES COLLABORATION**  
Sharing ideas, learning, and gaining expertise

**IMPROVE COMPLIANCE > 50%**  
Identity, Location, Device & Time Compliance





<b>Process Hub</b>	<b>Documents Hub</b>	<b>Knowledge Hub</b>	<b>Intranet</b>
<p>DIY Process automation platform. Build forms and workflows to automate Checklists, Audits, Surveys, Assessments; Assign, notify, perform tasks in Teams channels or chats; configure Approvals, Reminders and Escalations. Drive compliance and enforce internal controls; Track KPI's; BOT based support</p>	<p>A Document management hub with multi-level workspaces. Classify and search for documents, streamline document-centric collaboration. Integrated with the Process Hub or use standalone.</p>	<p>Enable easy access to Knowledge assets; expert locator to find expertise across people; pre-configured Blogs, Wikis, intuitive video and image experiences and custom search. SOP guidelines and assessments linked to the Process Hub</p>	<p>An intelligent intranet with department hubs; custom interactive experiences for Events, pictures, videos, custom search, multi-tenant, FAQ BOT that delivers content and performs tasks/approvals with LOBs, intuitive page reading experiences and more</p>

## Compliance for Hospitality



### Time Compliance

SOPs completed on Time without follow-ups and escalations



### Location Compliance

Hotel staff complete their tasks on location in a hospital



### Identity Compliance

The SOP completed by the user to whom it is assigned



### Device Compliance

Evidence collected and recorded on an authorised device

## Connect | The Future of Work

**Connect offers everything you need to build a connected workforce!**

- › Reach, engage, and align your entire workforce with this mobile-first flexible platform.
- › Personalize information delivery, track consumption and measure what is working.
- › Digitize operations to respond quickly to disruptions and enable your workforce to operate remotely when required"
- › Improve SLAs by automating daily approvals, that pass-through various levels of your organizational hierarchy.
- › Real-time insights delivered through interactive dashboards help you ensure compliance and timely escalations
- › Engaged employees are more productive employees and Connect fosters workplace engagement and improves the company culture with intuitive engagement tools

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