



empulse

Enabling Exceptional IT Service Delivery



Successful businesses rely on the smooth running of IT operations. Effective IT communications equip staff to work most productively. Less downtime, greater efficiency, better results.

Proactive communications before, during and after IT incidents keep staff informed, minimize frustration and enhance the IT team reputation.

empulse is trusted by IT teams to deliver important internal communications. Designed by IT communications experts for IT professionals.



ENGAGEMENT IS A KEY BUSINESS DRIVER

Employee engagement has emerged as a critical driver of business success in today's competitive marketplace.

Further, employee engagement can be a deciding factor in organisational success. Not only does engagement have the potential to significantly affect employee retention, productivity and loyalty, it is also a key link to customer satisfaction, company reputation and overall stakeholder value.

91%

of IT professionals believe poor incident communication increases downtime

Source : Dimensional Research

\$650Bn

Cost to US businesses due to interruptions caused by information overload

84%

Of digital transformation projects fail with Ineffective Internal Comms cited as one of the key reasons

Source : Smart Insights 2017

36

Emails that the average UK employee deals with per day but still misses a third of them



COMMS IS A CRITICAL SUCCESS FACTOR



IT Outages

Don't just rely on email when an outage strikes. Message your users directly on to their desktops and mobile devices with your urgent communications.



Digital Transformation

Use our subscription channels to proactively communicate change to users throughout the process, increasing their engagement.



Integrated

Connect your existing systems to deliver proactive notifications and alerts to your user groups through our secure API.



Information Security

Better security starts with effective employee engagement. Use our mandatory messages to deliver important briefings and awareness campaigns.



User Adoption

Engage staff and deliver training of new systems, procedures and processes with our rich notifications, embedded videos and hyperlinks.

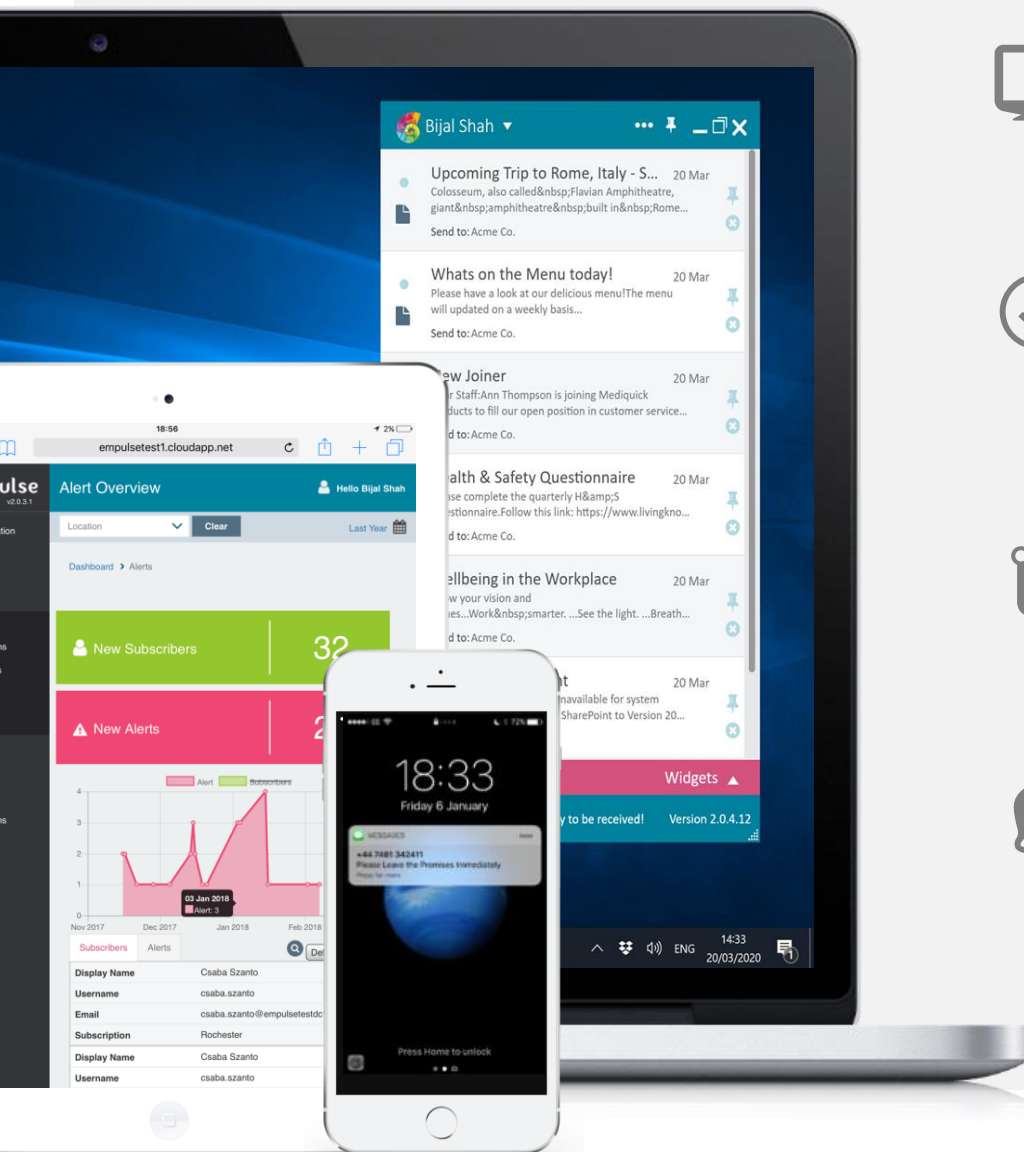


Measurable Success

Track and monitor notification readership, dropouts and alert action metrics through our rich dashboard.



INTRODUCING EMPULSE



On every user desktop

Providing a single, pervasive communications channel



Subscriptions

Multiple private, public and mandatory communication channels



Workflows

Surveys, updates, actions and schedules



Rich Notifications

Text, hyperlinks, time-based and action-oriented notification in one central place



Rich Analytics

Deep data and analytics



Built for Enterprise

Single Sign On, Active Directory, Cloud or On-Premise deployment with customisable extensions



Real-time Notifications

Providing immediacy and context



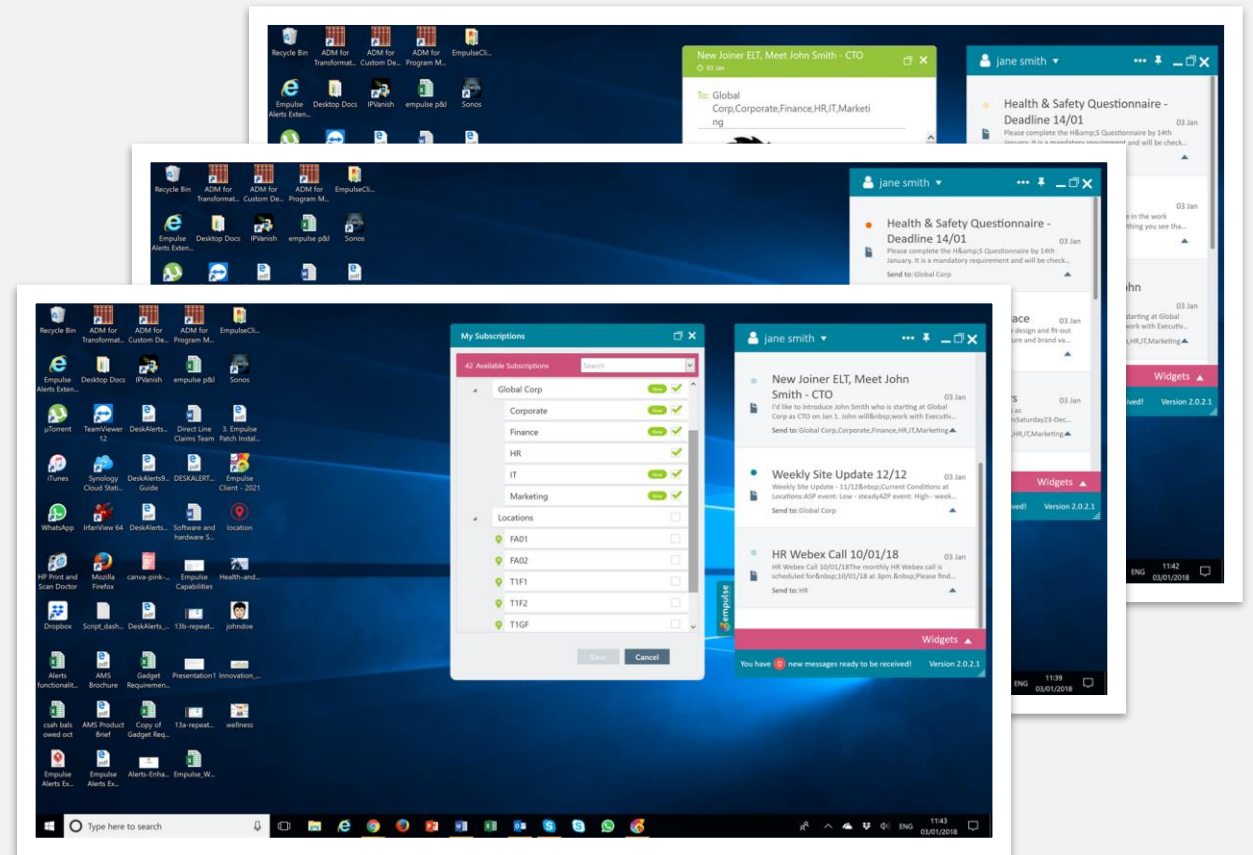
SMS Alerts & APM

SMS and desktop alerts for critical and safety notifications. Application Performance Monitoring management and toolset add-on.



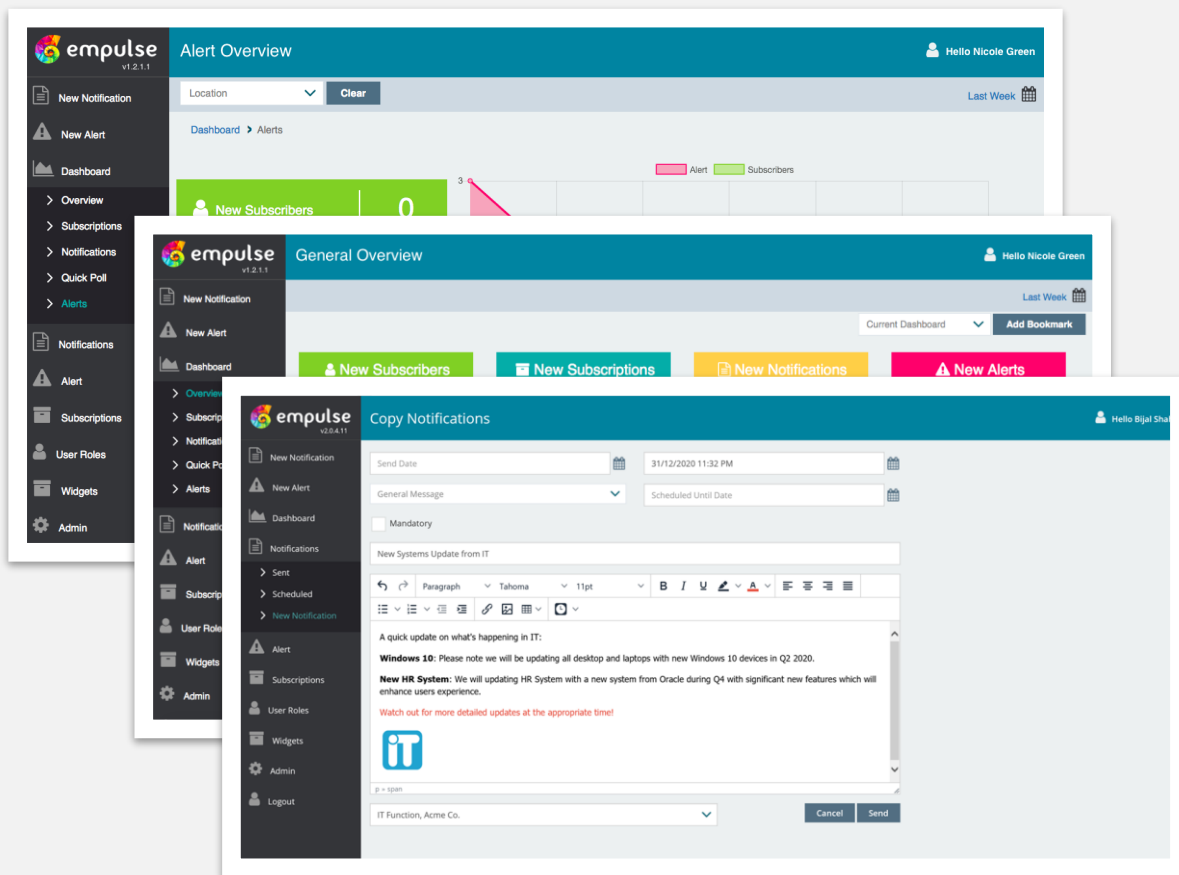
LIGHT, SCALABLE CLIENT

- Always-on client application to host all published notifications in a central location on your desktop
- Easy management of subscriptions, user preferences and feedback
- Unobtrusive visual notifications of new messages
- Ability to read, discard or save notifications
- Simple to use with the ability to extend with custom capabilities





SIMPLE & SECURE ADMINISTRATION

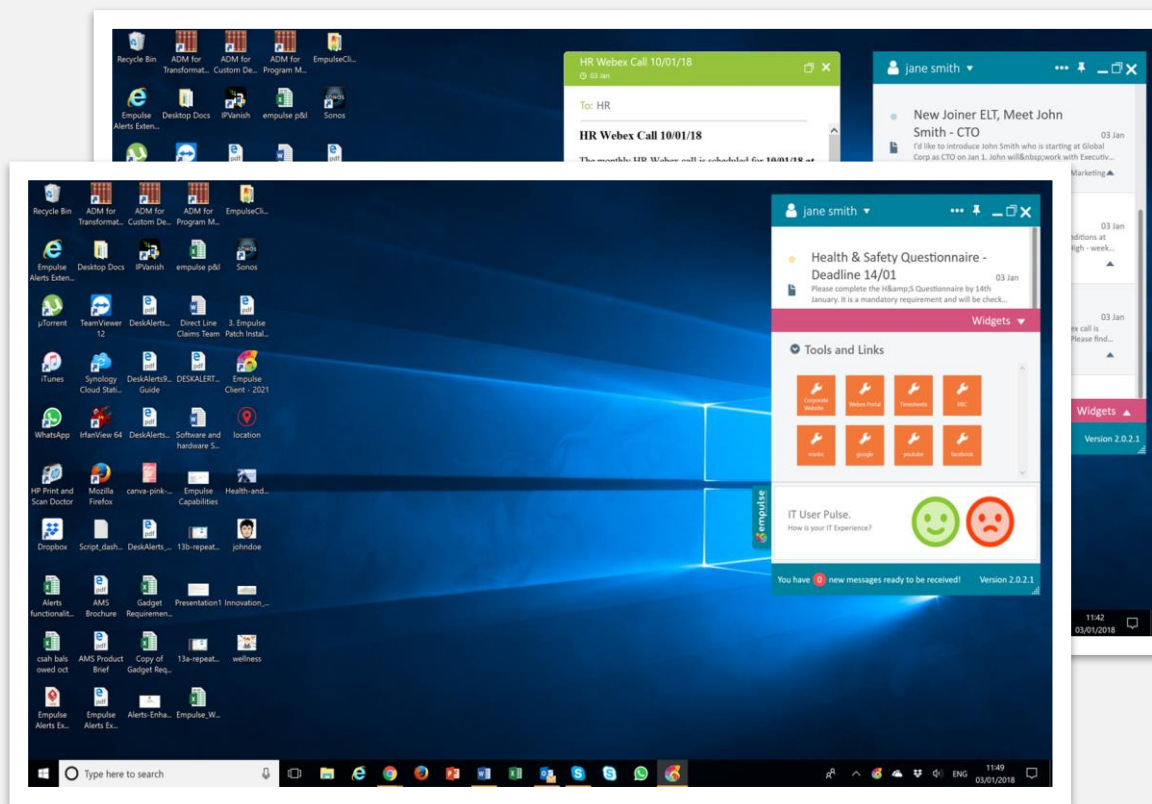


- Feature-rich workbench for administrators and content creators to manage *empulse* and create rich, meaningful and powerful corporate communications
- User-management, roles and rights based security along with comprehensive configuration parameters to suit your environment
- Create private subscriptions for controlled groups to share information not meant for all employees
- Allow specific employees publishing rights to subscriptions to control and manage content publishers
- SSO and AD support built-in. Cloud and on-premise solutions.



FLEXIBLE, PERSONNALISABLE, YET SIMPLE

- Simple-text notifications for distribution of important corporate messages
- Rich-text notifications to produce more creative richer content to share with your employees
- Mandatory notifications that require employees to act before it can be removed
- Quick-Polls to quickly gauge the engagement of your workforce
- User-Pulse to instantly receive employee feedback on key issues, promotions or services
- Scheduled notifications to forward plan your notifications for future events
- Securely share important intranet and internet sites and links via the Site Library widget
- Allow users to share their opinion of content that is published by showing interest in notifications further helping to improve the quality and relevance of communications





FINGER ON THE PULSE

- Receive immediate feedback on your pulse surveys
- Spot problems as they occur in near-real time
- Assess customer satisfaction and respond to needs quickly and efficiently
- Transform into a pro-active service organisation with our innovative 'Heat Map' with RAG status





EMPOWERING YOUR CUSTOMER

- Use our innovative subscription channel features to manage your customer base.
- Segment channels and create hierarchies to suit your organisation and your support goals. Whether projects, tools, departments, teams or strategic initiatives you can ensure your communication will be received.
- Improve engagement by empowering your customer to choose the subscription channels they want to join. Empowering them to ‘vote’ with their clicks ensures vital feedback to your communication strategy
- Further control features include a broadcast to all and mandatory messages for those notifications that are just too important to lose.

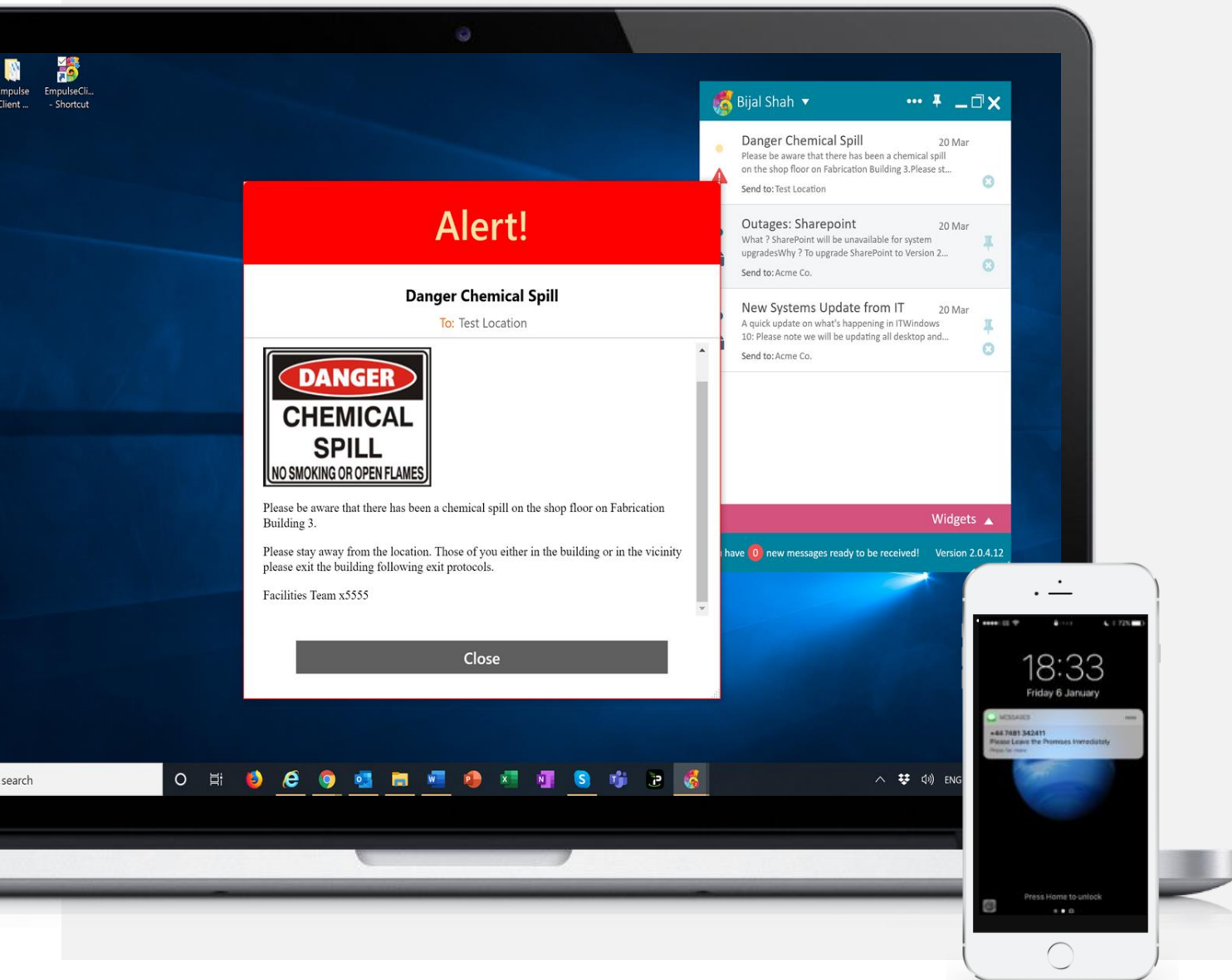
The screenshot displays a user interface for a user named Bijal Shah. The interface shows a list of messages with the following details:

- Upcoming Trip to Rome, Italy - S...** (20 Mar)
Colosseum, also called Flavian Amphitheatre, giant amphitheatre built in Rome...
Send to: Acme Co.
- Whats on the Menu today!** (20 Mar)
Please have a look at our delicious menu!The menu will updated on a weekly basis...
Send to: Acme Co.
- New Joiner** (20 Mar)
Dear Staff:Ann Thompson is joining Mediquick
Products to fill our open position in customer service...
Send to: Acme Co.
- Health & Safety Questionnaire** (20 Mar)
Please complete the quarterly H&S Questionnaire.Follow this link: <https://www.livingkno...>
Send to: Acme Co.
- Wellbeing in the Workplace** (20 Mar)
Know your vision and values...Work smarter. ...See the light. ...Breath...
Send to: Acme Co.
- Outages: Sharepoint** (20 Mar)
What ? SharePoint will be unavailable for system upgradesWhy ? To upgrade SharePoint to Version 20...
Send to: Acme Co.

At the bottom of the interface, there is a notification bar that says "You have 0 new messages ready to be received!" and a version indicator "Version 2.0.4.12". A "Widgets" button is also visible at the bottom right of the message list.



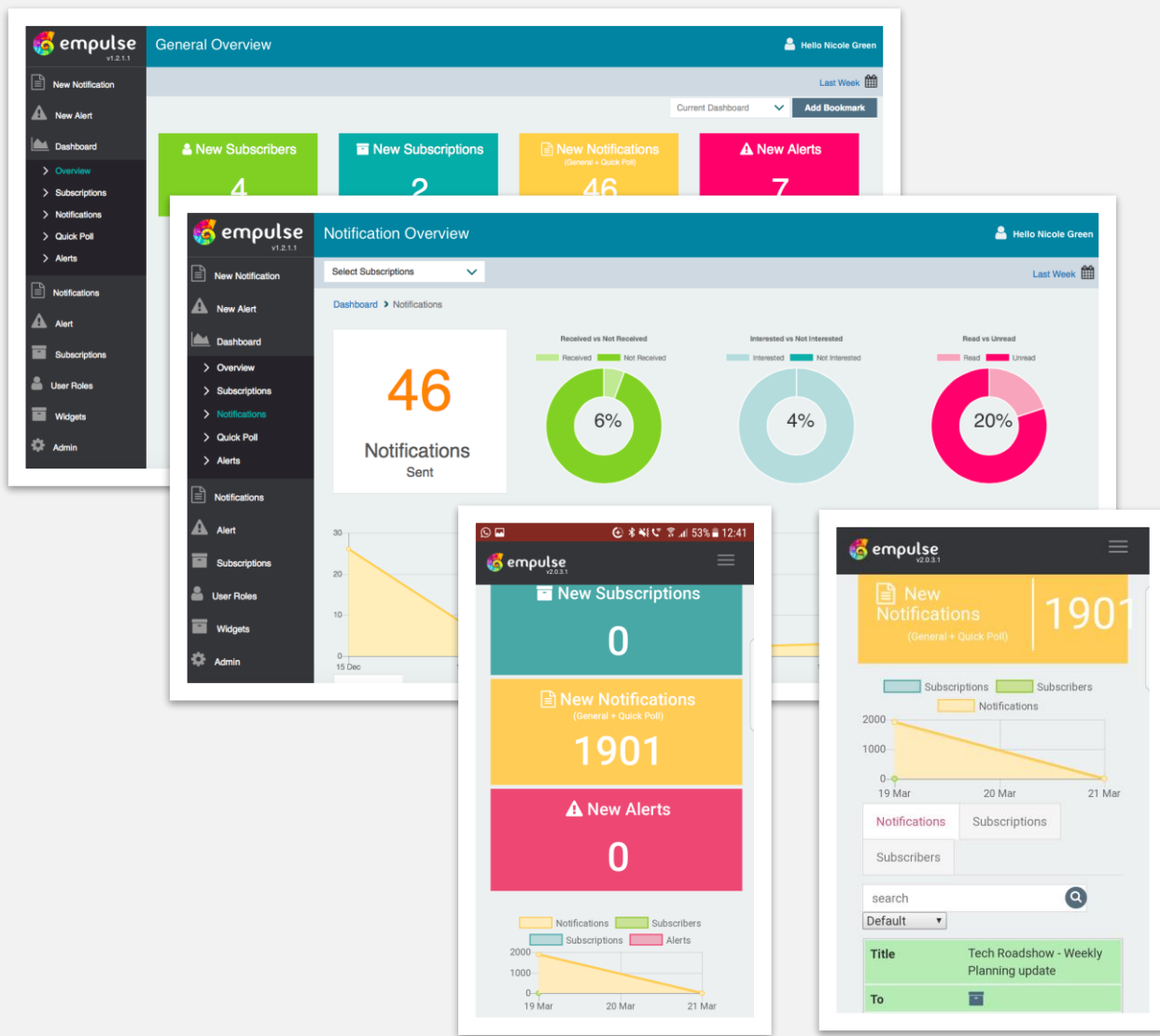
TIMELY CRITICAL ALERTS



- Immediately grab the employee's attention with Alerts to targeted audiences.
- Alerts are fully customisable and sent immediately to all desktops at a certain location or sites.
- Alerts are additionally sent as an SMS to all users with registered mobile numbers who are at that location or site



RICH ANALYTICS



- Rich analytics to provide on demand feedback on employee engagement
- Metrics on notifications including quality and penetration
- Metrics on subscriptions including uptake and popularity
- Metrics on users including responsiveness and engagement



IT BENEFITS AND BEYOND

SENIOR LEADERSHIP

- Easy to deploy, easy to use and almost zero-admin
- *empulse* delivers immediate benefits for both local and enterprise wide organisations.
- The younger your workforce the more they will demand better IT tools.
- Extensible API that allows you to make IT service issues visible to your users
- Simple yet detailed reporting allowing you to proactively target challenges

THE WIDER BUSINESS

- Users receive significantly more focussed information and have a much better understanding of IT in their organisation.
- Users now have a say. They are empowered to select communication channels, they can provide feedback and they can see how their feedback has been recorded and used to improve both IT service and communications.
- Users are kept informed during any key IT Service Issues.
- Users are alerted of any business crisis and kept up-to-date.



EMPULSE : KEEPING YOUR FINGER ON THE PULSE

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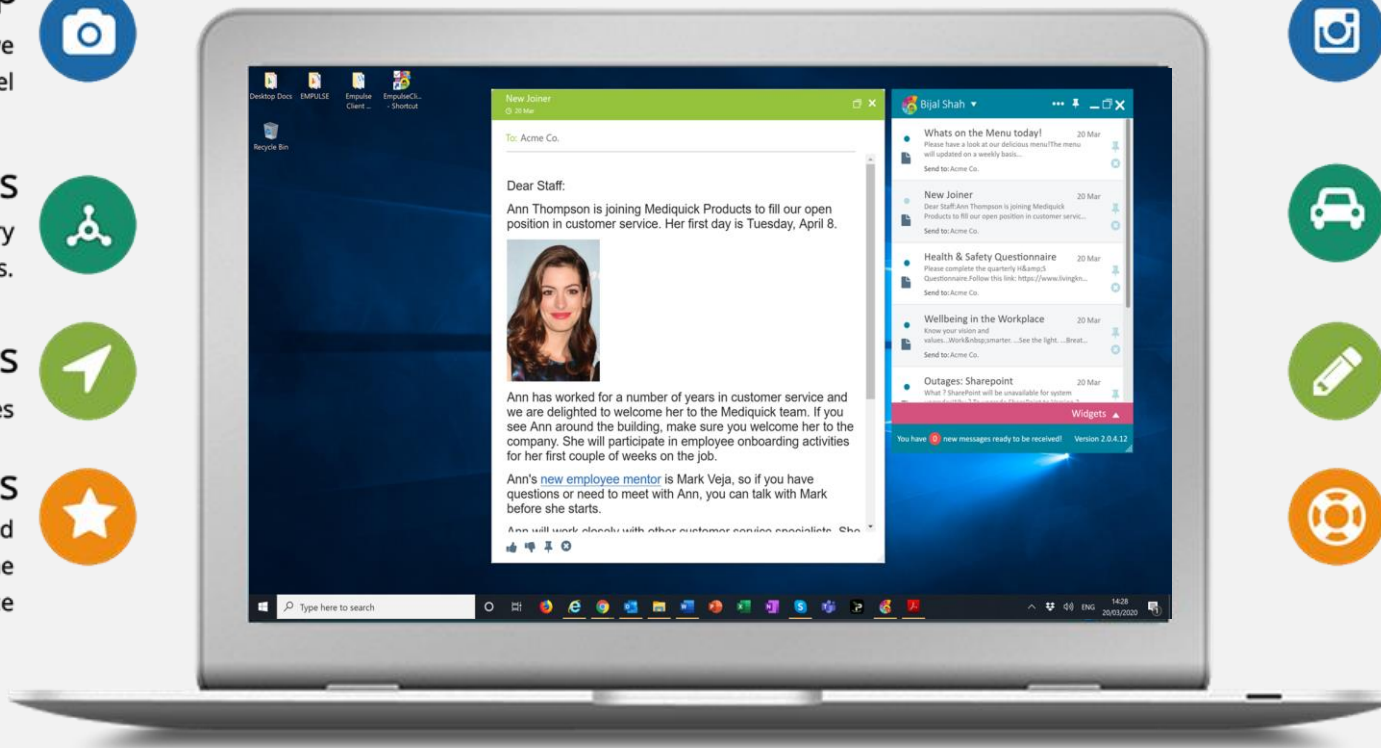
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