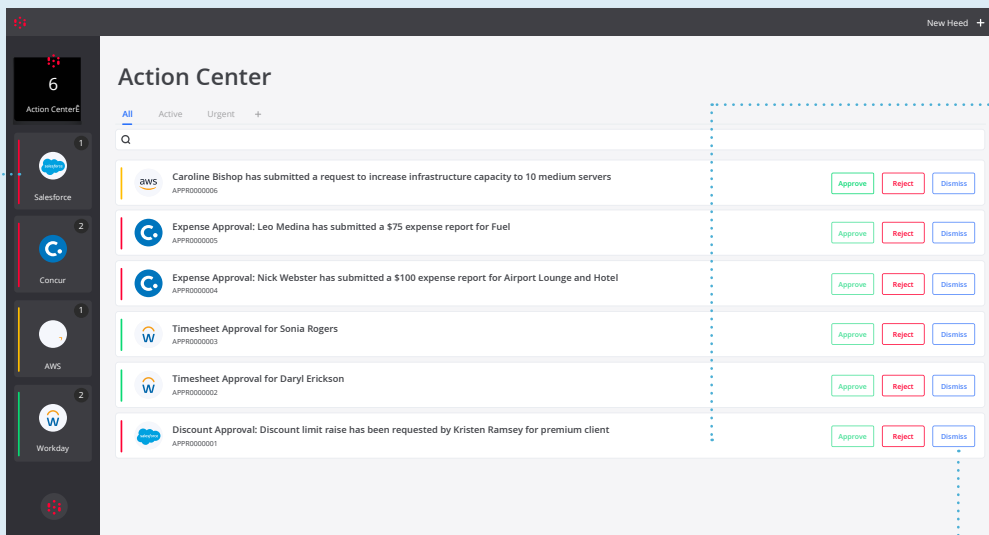# CENTRALISED APPROVALS

Manage your Approvals and Actions in one Centralised Location

Heed is a centralised platform that aggregates approvals from leading enterprise systems and distributes required actions to relevant users using stateful messages. Heed removes the need for confusing approval portals and the multiple login systems that are often needed to process approvals.

Accessible via the Desktop App, Mobile Application or Browser, Heed addresses the issue of having a vast number of actions and approvals in different systems, removing the need to be in several different portals at once. Consistently providing a real-time view of all of your current activities in one central place and ensuring these actions are completed as efficiently as possible through intelligent, automated and real-time communication.

New Heed +

Action Center

All   Active   Urgent   +

aws Caroline Bishop has submitted a request to increase infrastructure capacity to 10 medium servers
APPR0000006
Approve Reject Dismiss

Expense Approval: Leo Medina has submitted a $75 expense report for Fuel
APPR0000005
Approve Reject Dismiss

Expense Approval: Nick Webster has submitted a $100 expense report for Airport Lounge and Hotel
APPR0000004
Approve Reject Dismiss

Timesheet Approval for Sonia Rogers
APPR0000003
Approve Reject Dismiss

Timesheet Approval for Daryl Erickson
APPR0000002
Approve Reject Dismiss

Discount Approval: Discount limit raise has been requested by Kristen Ramsey for premium client
APPR0000001
Approve Reject Dismiss

6 Action Center

Salesforce 1
Concur 2
AWS 1
Workday 2

Approvals & Actions

Find all of your Approvals and Actions in one centralised location for bulk actioning.

Combine your approvals and tasks from all of your different platforms in one central system, providing a 'single pane of glass' for all of your relevant actions.

Once approvals and tasks are completed or become redundant, they are retracted from the action center, providing a real-time view of everything that requires your attention or action and removing the surrounding noise.

Buckets

Dynamically generated, logical containers for groups of actions and active communications.
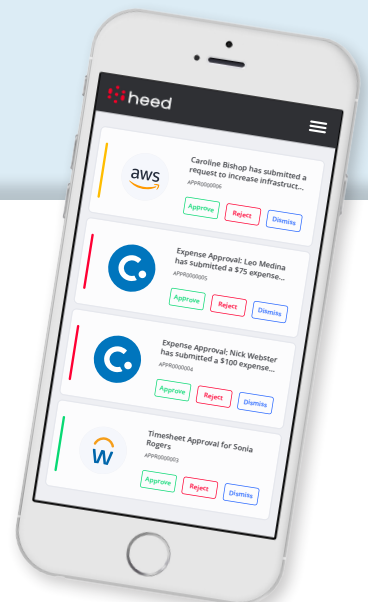
Take Action

Heed's bi-directional capabilities allow for feedback directly into external systems.

Approvals in Heed ensure that individual approval records are updated within the associated enterprise platform.

Take Action on the Go

Our enterprise-grade Heed mobile app extends this centralised user experience from desktop through to mobile, enabling and ensuring that approvals can be actioned on the move for the entire workforce.

View and manage approvals cross-platform directly from the enterprise Heed mobile application, keeping users informed of all of their relevant actions, wherever they are.

CENTRALISED APPROVALS

Manage your Approvals and Actions in one Centralised Location

One-Click Approvals

Present users with the relevant information in one central place to action approvals from multiple systems with just one click.

Eliminate Redundancy

Removes irrelevant or redundant approval requests that have been actioned or completed by another member of the Approval Group.

Target Approvals

Intelligently target specific approval groups using channel subscriptions that can be synchronised from common enterprise platforms.
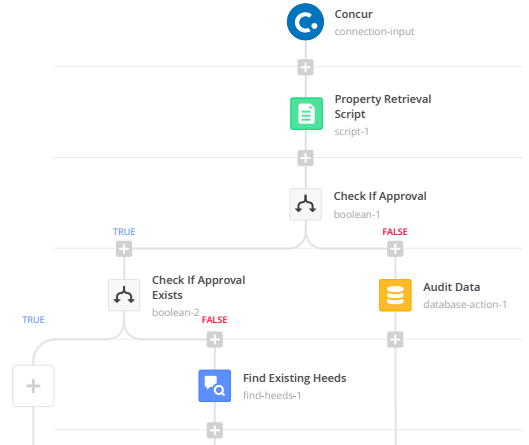
Take Accountability

See which users have seen notifications, which device they have seen it on, when they saw it and which users are taking action.

Configure Predefined Workflows to Fit Your Process

Heed's intuitive workflow builder allows for complete customisation around an operational process.

Workflows can be as simple or complex as required, dependent on the process, allowing for complete automation of approval communications in one centralised location.

Remove redundant approval requests or activities that have been actioned or completed by another member of the Approval Group, automate re-prompting of users, rather than send chasers or configure escalation policies around approvals.

Concur
connection-input

Property Retrieval Script
script-1

Check If Approval
boolean-1

TRUE   FALSE

Check If Approval Exists
boolean-2

Audit Data
database-action-1

TRUE   FALSE

Find Existing Heeds
find-heeds-1

Prevent breach of expiry

Define more forceful message behaviour as Approvals approach their expiry to drive action from Approval Groups and ensure that actions are completed before they breach their expiry.

Real-Time Action Indicator

Ensure you are always aware of approvals and actions that require attention, in real-time, by pinning common buckets to the desktop. Watch the buckets update as external actions occur.

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heed   Expires in 4 hours

URGENT: This approval is expiring in 4 hours

Salesforce ID: #002134	Client: Clockworks Ltd
Salesforce User ID: #00107	Time: 10:07
Salesforce User: Kristen Ramsey	Date: 18/11/2017
Product: Premium Software License	Price Per Unit ($): 4.20
Quantity: 5000	Price ($): 21,000
Request Discount: 10%	Discount Price ($): 18,900

Kristen Ramsey (#00107) has requested a discount of 10% for 5000 x product, Premium Software License. Clockworks Ltd are a premium client. This would result in a price change of $21,000 to $18,900

Reference: Salesforce Record

Please Note: This approval is time critical and must be handled as soon as possible.

Approve   Reject   Info

4 hrs

APPROVALS   6
1 Salesforce
2 Workday Timesheets
2 Concur Express
1 Amazon Web Services

IT INCIDENTS   1

CORPORATE COMMS   3

Intrusive Desktop Notifications

Present users with intrusive desktop notifications with only one active communication per approval, that updates or retracts in real-time to reduce unnecessary noise and encourage user engagement.