



PROCESS LIFESTYLE MANAGEMENT

Manage and gain clear visibility of your process lifecycle and automate communications throughout

Heed is a centralised platform that allows you to manage your process lifecycle, integrate with your enterprise systems, automate communications and distribute actions throughout. From a simple manual process to a complex business process that has multiple touch-points, multiple enterprise systems and multiple

silos of business that need to be communicated to, Heed is entirely configurable.

It can often be difficult to maintain clear visibility of where you are within a process, without delving into multiple different platforms or chasing multiple groups of users. Heed provides clear

visibility of which stage your process is at, maintains and updates individual enterprise platforms throughout and automates the distribution of communications to key stakeholders throughout, driving action and efficiency from your process and providing a clear view of the status of a process in a centralised location.

Visibility of Lifecycle

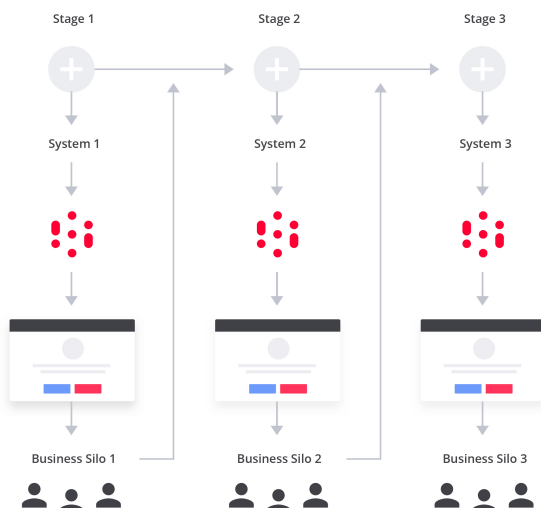
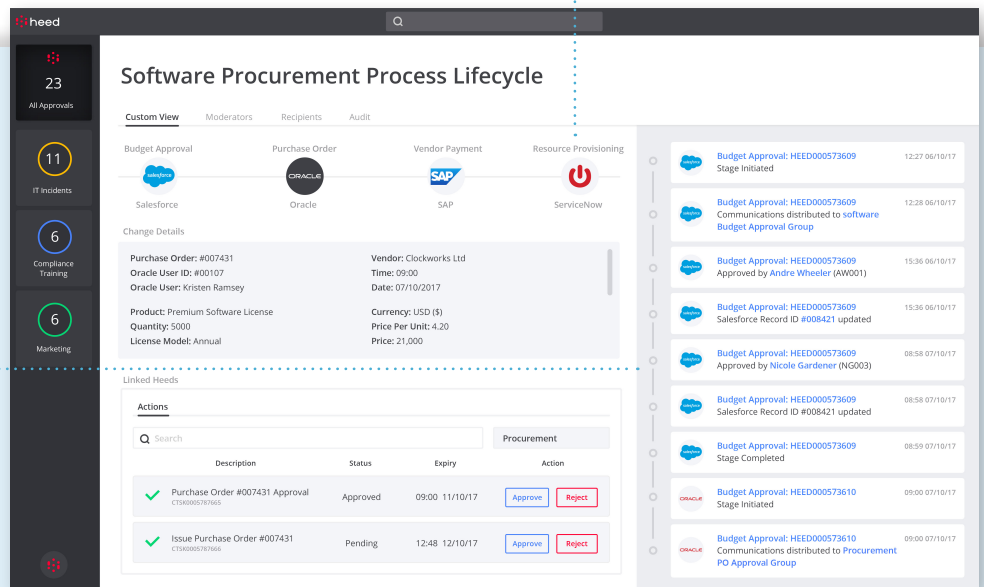
Gain clear visibility of the lifecycle of your process, view data from your enterprise systems and the actions associated with each stage.

Detailed Audit

View a detailed audit of communications that have been distributed and the actions that have been completed throughout.

Take Action

View the actions associated with each stage of your process and check their status. Heed's bidirectional integration capabilities allow for feedback into your external systems.



Define each stage of your process lifecycle

Heed's intuitive workflow builder allows for complete configurability of your process and allows constant visibility of the progress of your process lifecycle systems and the actions associated with each stage.

Automate Communications

Automate the distribution of intelligent, stateful communications to the different areas of business throughout your process lifecycle to inform and drive action throughout your process.

Connect your enterprise systems

Integrate all of the enterprise platforms that are used throughout your process lifecycle. Heed's bi-directional integration capabilities allow for connectivity into Heed and back into your enterprise systems.

Take Action

Define sequential or concurrent actions for each stage of your process, capturing feedback from end users, feeding back into enterprise systems or progressing to the next stage of your process.

CENTRALISED APPROVALS

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Gain Insight with Analytics & Accountability

View analytics associated with each communication that has been distributed as part of your process lifecycle. See which users have seen the communications, which device they have seen it on and when they saw it, as well as which users have taken action and what input the user entered.

Avoid chaser emails and phone calls, either by automating intrusive message behaviour when communications and action become critical or manually re-prompt users to drive action and efficiency of your process throughout its lifecycle.

Username	Approved	Seen	Device
Nikhil Andersen	✓	17:01 01/10/17	
Lorena Cline	✓	08:41 02/10/17	
Aldo Nielsen	✗	09:19 02/10/17	

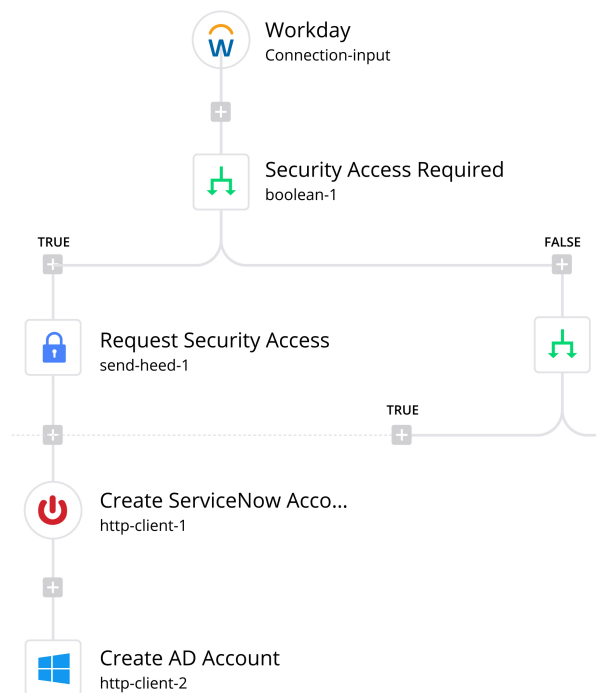
Define and Automate your Process Lifecycle

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

Workflows can be as simple or complex as required, dependent on the process. From manual distribution of communications to multi-stage processes that require integration with multiple external systems, communications distributed to multiple silos of business and multiple actions throughout.

Heed's workflow builder allows for complete configurability of entry points to your own enterprise systems and allows for the definition of bespoke message behaviour for each stage of your process.

Define each stage of your process and its associated actions, whether they be concurrent or sequential throughout the lifecycle of your process and you decide the criteria required for your process to progress to the following stage.



Intrusive and Stateful Desktop Notifications

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

Real-time Action Indicator

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

Prevent Deadline Expiry

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