CITY TECH

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THE COMMUNICATION APPLICATION

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During Covid-19 Lockdown, trying to reach all City Logistics staff nationwide, City Tech developed a communications application. This is now available to any companies who need to reach non-office-based staff for important communications.

At City Logistics most staff don't have email, so the HR team was relying on costly and impersonal SMS messages, to support, explain and reassure staff during this uncertain time.

The app allows broadcast communication to all users or to a specific group, with the ability to give feedback and to survey staff. Integration with all major payroll systems controls user credentials and access.
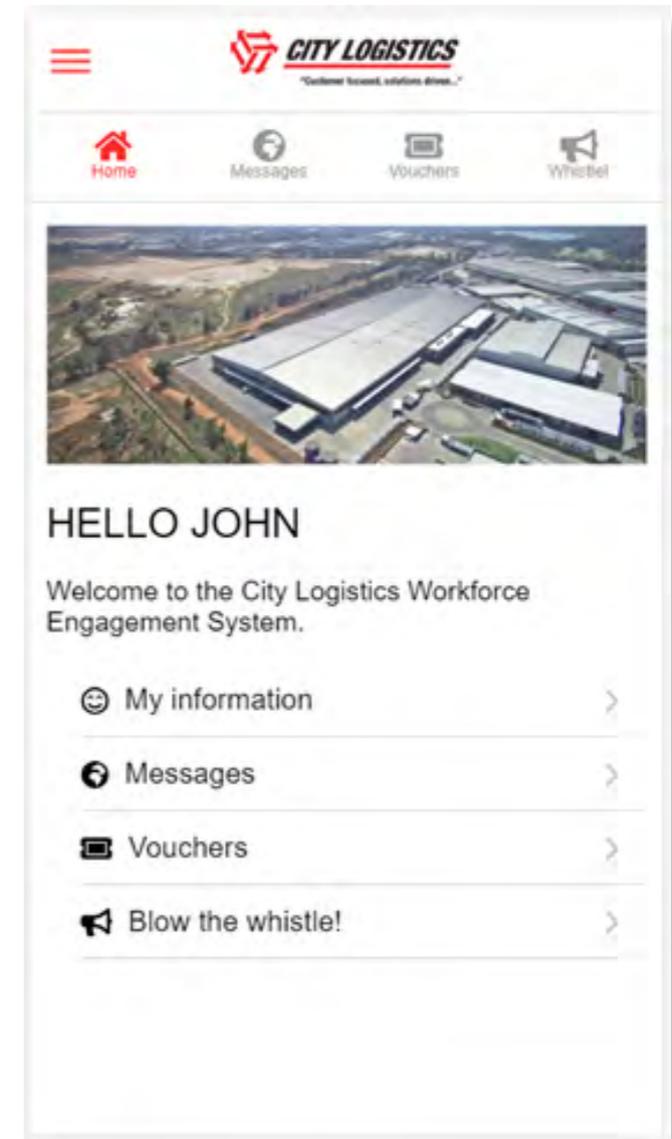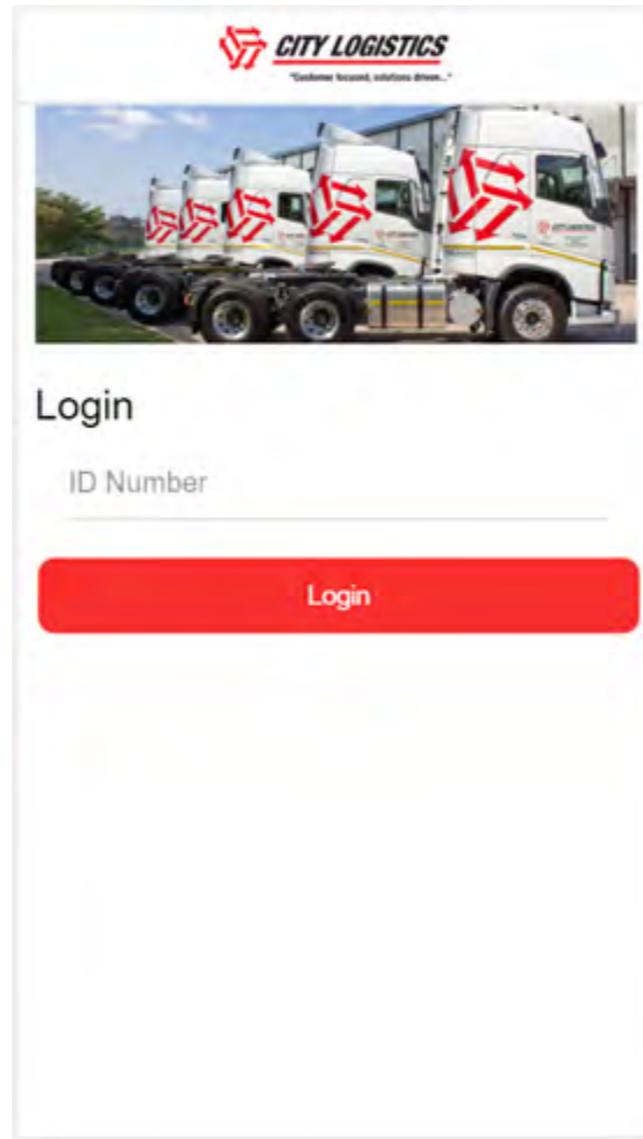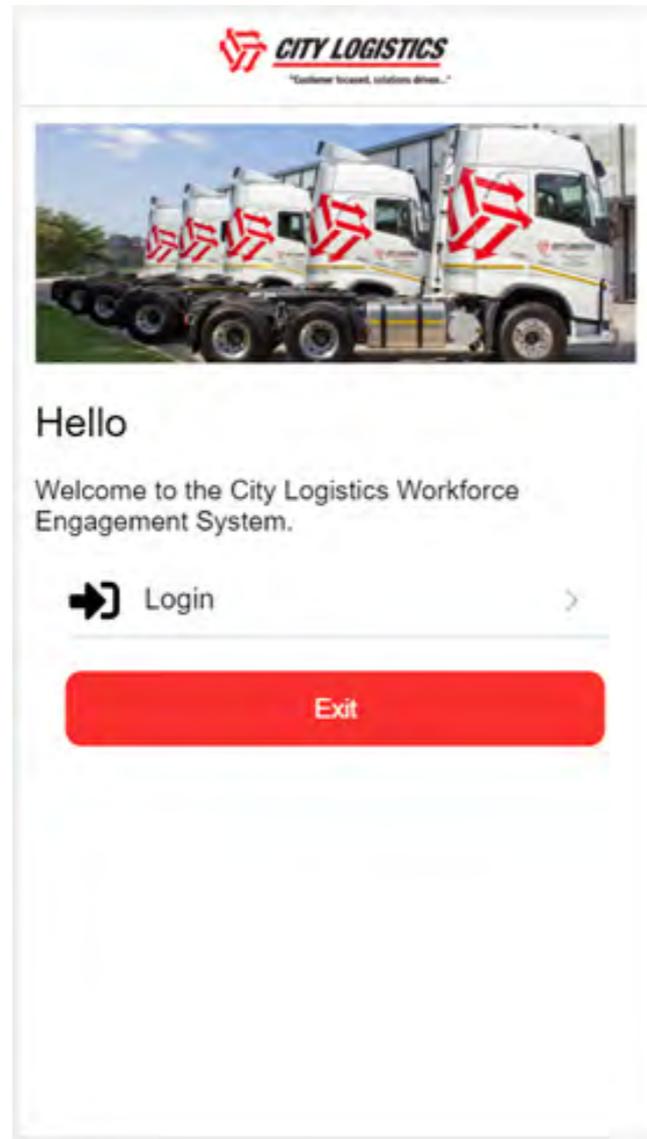
CityLlogistics had a specific requirement during the lockdown to distribute food vouchers to their staff which was enabled through the application. As the economy returned to work staff are still receiving communication as well as Covid daily survey's, information and training through the application.

The app is initially sent to everyone in the organization via sms. It is a weblink that is refreshed each time it is opened. Once opened the application alerts the user to new communications.

It is compatible with any phone with an internet browser, so has very good reach. City Tech hosts this application with reverse data billing to ensure that staff can access the app even if they have no airtime. The cost of distribution is borne by the company communicating.

City Tech can support any companies with more than a hundred employees to enable clear communication, motivation and feedback from their staff.
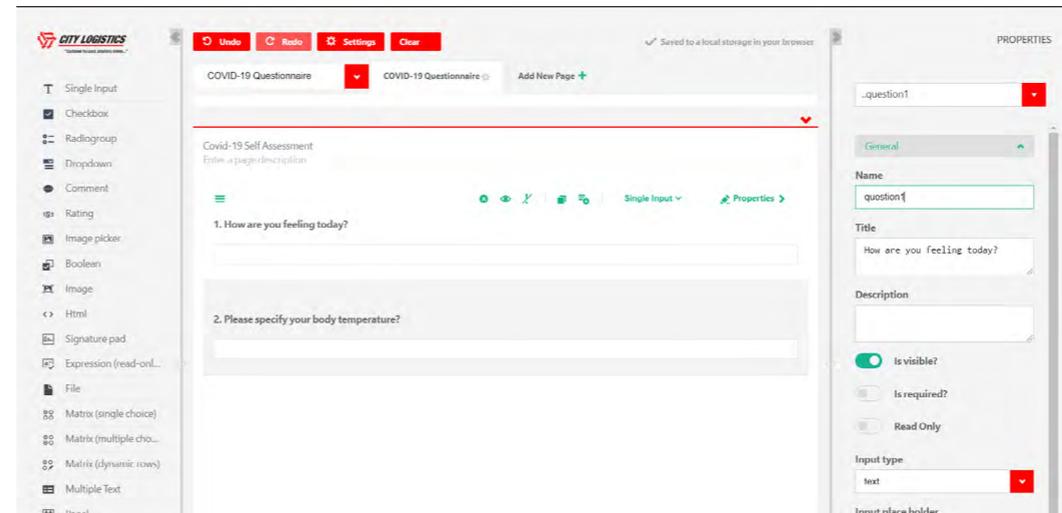
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FEATURES OF THE WORKFORCE COMMUNICATIONS APP

- Broadcast messages at a fraction of the cost in comparison to standard SMS rates.

- Integrates with payrolls, enabling secure control of communication to user. In the event of termination of employment, the ID is removed.

- Differentiates between sending a SMS to non app users and a notification to app users.

- No data charges incurred to user.

- Ability to send Company messages using any unique identifier such as an employee code, ID number or customer account number.

- Change of new cell numbers - should the cell phone number of a user change, through loss or theft of phone, the new number will be recorded in the app and the personal code allocated to the new number.

- Administrators have access to an innovative Admin/Back office portal: -
  > Access to reports
  > To manage users
  > Utilize extensive messaging formats
  > Send out surveys
  > Focus on selected departments
  > Send vouchers.

- The Admin Portal has a dedicated Covid-19 module, which recalls remote employees back to work (PDF document), as well as conducting self-screening surveys for reporting purposes.

- The Portal houses a user-friendly survey building tool that allows the creation and deployment of surveys in an instant. This is bundled with a state-of-the-art reporting and analytics tool.

- The app is hosted in the cloud which enables user access from any mobile device with a web browser.

- Low per user per month cost of application usage

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THANK YOU

FOR FURTHER INFORMATION CONTACT US ON
info@citytech.co.za

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