

COMMUNICATIONS

The Communications module is a secure client intranet. It is tailored and branded to provide a central hub for all internal cross company communications and document sharing. Using an array of available tools it can even eliminate the need for internal emails.

The Communications module revolutionizes the way in which clients manage and monitor their business. Important information is consistently shared with responses audited and analysed in real time. Documents are efficiently stored, shared and updated centrally.

The module reduces communication costs, improves cross company morale and limits the potential for legal action arising from a host of poor interactions.

The key module features include:

Contact Directories: Create contact records for group and local suppliers, employees, group personnel, and key bodies

Document Libraries: Central library facility with UNLIMITED capacity to store policies/procedures/manuals, marketing materials, and all forms of literature

Live Feeds: Post up company news, urgent alerts, internal vacancies, new document additions, track who has read which posting, and set up forums

Tools: (Optional) Company asset register, task manager budget forecasting tool, audit monitoring tool, recording expenses, movements diary, messaging, survey creator, executive visits recording, supplier complaints, training videos, instant polls, product recalls and project management.

Dashboard: Presenting LIVE Key Performance operating data. The dashboard can be tailored for each user and automatically picks up data from within IndiCater or any other 3rd party application. The dashboard can show a comprehensive range of KPI's including stock holding costs, cash in hand, staff turnover etc.



As a web based system, organizations with multiple sites or departments using the Communications module can both view and work in the application remotely 24/7.

The Communications module is licensed on a monthly basis and can be linked to other IndiCater modules and applications at any time.

Key Functions

OVERVIEW

A series of online tools combine to provide a tailored complete Communications Intranet for each client. It is often referred to as the 'glue' that brings together the other IndiCater modules providing a platform for IndiCater Communications and third party applications used by clients.

MESSAGES

Headlines can be created by departmental heads with reports that monitors who have read and/or actioned by them. A multi item scrolling information ticker is available and links can be set up from headlines and tickers to library documents or external sites.

DIRECTORIES

A separate document and marketing library is available with permission based viewing. The Contacts directory distinguishes between head office and outlets, with a 'local' directory option available per outlet.

EXPENSES TOOL

Expenses can be recorded by transaction with auto generated expenses report. Mileage recording links to users defined mileage rate for +/- 4000 miles, creating an auto generated mileage claim report (Optional).

AUDIT TOOL

Create audit categories and audit checks for self-audits, company audits and by third parties. Set target dates for non-compliance and those outstanding. Compare previous audits and benchmark scores against other outlets, and by area, and by company (Optional).

EXECUTIVE MOVEMENTS

A diary is available for each nominated executive to record their planned movements.

EXECUTIVE VISTS

To enable nominated executives to record when they have visited outlets and to record if any key sales meetings have taken place. Reports monitor where outlet and /or clients are not being visited.

FORUM

A forum facility enables users to record and exchange their ideas, upload pictures and receive feedback from colleagues (Optional)

TASK MANAGER

The Task Manager acts as a status view for alerts including stock/cash transfer from one outlet to another; staff probation reviews; client account request approvals, as well as local tasks.

ASSET REGISTER

A comprehensive assets register template is available to record/log assets and monitor maintenance costs.

WIDGETS

This uses Widgets to create a series of graphs, KPIs and operational alerts (Optional), to create a bespoke dashboard of essential information to each user (Optional).

SUPPLIER COMPLAINTS

Enables users to submit complaints direct to suppliers and provide an in house monitoring dashboard of the status of each one.