

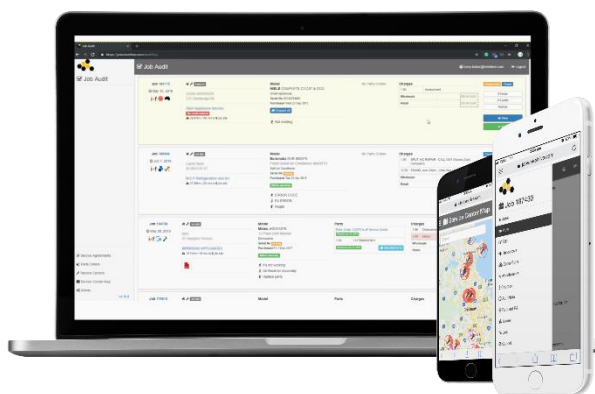
## INTELLIGENT TRADE SERVICES PLATFORM

**Superior service delivery comes from superior workflow management tools and Beehive Software's innovative web-based workflow management software is the ultimate subcontractor management platform.**

According to industry analysts, 43% of consumers would pay more for good service whilst 33% would walk away from a trusted brand because of one bad experience.

Many organizations have a requirement to manage external contractors under existing service arrangements covering installation, maintenance and repair of products. However the increasingly casualized nature of the workforce leads to a gap between consumer expectations and team members knowledge of products and services.

Beehive is an innovative cloud based, multi-tenant platform for customers and service providers that addresses the needs of trade services management. By applying intelligent business process automation, analytics and process outsourcing Beehive helps businesses achieve improved consumer satisfaction and deliver high quality services in a repeatable, measurable manner.



In order that organizations can achieve the very best results in service, Beehive allows the sharing of data across multiple internal and external teams as required. Beehive allows receipt of work orders from clients both through email and directly into the cloud-based platform.

Using Beehive, organizations can simplify the processes to deliver installation, maintenance and repair services across a range of industries.

## FEATURES & BENEFITS

### CONTRACTOR MANAGEMENT

A self service portal allowing subcontractors to maintain their own profiles, resourcing levels, skills, certifications and licenses as well as maintaining their points of contact, their accounting details and their service territory.

Allows subcontractors to self manage thereby reducing internal staff overheads and associated costs.

### TASK ALLOCATION

Using intelligent process automation, service requests can be allocated to subcontractors based on a number of decision criteria including service capacity, location, certification and skills to deliver specific tasks.

Reduce cost and improve service delivery times through intelligent systems, avoiding double handling to drive up consumer satisfaction and drive down cost of delivery.

### NETWORK MAP VIEW

Accessing a real-time geographical view of the consumer's location, depots, retail stores and service centre network businesses can optimize coverage across territories. Using Beehive's subcontractor network map view, visualization of the service network allows identification of gaps in coverage ensuring appropriate service levels to meet consumer demand.

### ACCOUNTING INTEGRATION

Through integration with existing accounting applications, including common cloud based packages such as MYOB & Xero, Beehive streamlines accounting processes.

### CONTRACTOR MANAGEMENT

Comprehensive sub-contractor management ensuring trade service providers are aligned with client contracts.

### TASK ALLOCATION

Allocation of maintenance tasks to sub-contractors with comprehensive monitoring against performance metrics.

### NETWORK MAP VIEW

Dynamic real-time mapping of subcontractor service coverage.

### ACCOUNTING INTEGRATION

API driven integration with common accounting packages allowing streamlined operations.

### ACCREDITATION

Monitor and manage trade service suppliers' certification and accreditation.

### REAL-TIME ALERTING

KPI centric alerting and escalation to client managers, customers and service providers.

### DELEGATED AUTHORITY

Return authorization delegation and escalation pathways.

### ROLE BASED ACCESS

Restrict access based on role within the organization with full audit trail.

### INVENTORY AUDIT

Warranty tracking and audit of client products.

### SCALABILITY

Cloud based solution that grows with your business demands and aligns costs with revenue stream.



## BEEHIVE SOFTWARE - PRODUCT BRIEF

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Once service tasks are completed and signed off by authorized personnel, payment to the subcontractor can be triggered. Beehive supports the creation of recipient created tax invoices (RCTI) to reduce the paperwork burden on both the finance department and the subcontractor, reducing costs for both parties and improving workflow.

### ACCREDITATION

Installation and repair services often require specific accreditation or compliance with local regulatory frameworks. Beehive ensures that subcontractors have valid licenses that have been verified with issuing bodies prior to allocating tasks to those businesses. Beehive includes the capability to alert subcontractors and business managers of impending license expiry.

Careful tracking and alerting of licenses allows businesses to ensure that they are not exposed to litigation arising from rogue subcontractors – reducing risk to both consumers and businesses alike.

### REAL-TIME ALERTING

Applying intelligent business processes to task scheduling, Beehive ensures KPI's are met by providing escalation to internal managers, subcontractors and consumers.

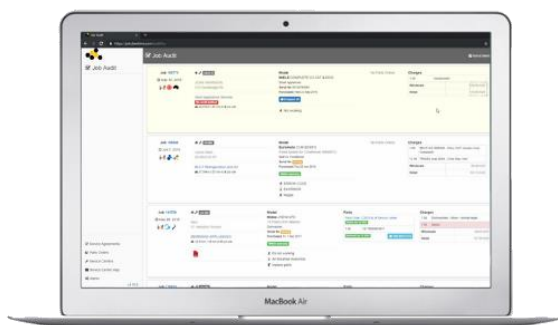
Utilizing Beehive's ability to send customized, branded SMS and email alerts to consumers about job scheduling, status updates and spare part availability, consumers feel that their time is valued by the businesses they deal with.

### DELEGATED AUTHORITY

Streamlined product return authorization and repair approval along with parts ordering and dispatch allows senior managers to trust their service teams to deliver customer satisfaction whilst maintaining control of the process with an auditable action history.

### ROLE BASED ACCESS

Beehive incorporates role based access controls ensuring that service coordinators and managers have the right levels of access to the right information. This ensures that personnel cannot gain unauthorized visibility to consumer details, contracts or accounting information they are not authorized to see.



geographically dispersed systems availability. With no lock-in contract and a usage based pricing model, businesses can be confident that any investment in Beehive will deliver a strong financial return.

## ABOUT BEEHIVE

The Beehive platform has 2,000 trade services contractors onboard today and handles over 35,000 installation and maintenance requests annually across Australia and New Zealand.

Australian owned, Beehive has been in continuous development and operation since 2014.



### INVENTORY AUDIT

Beehive an auditable asset tracking system for out-of-warranty products designed to provide clients with concise reporting on warranty and out-of-warranty parts usage.

### SCALABILITY

Beehive is a cloud based geo-replicated solution that is updated in real-time. As such, the solution scales to meet the requirements of the business with fast response times and