

Product Feature Guide

The **Connected Worker**
Platform that Accelerates
Transformation Results

www.zaptic.com

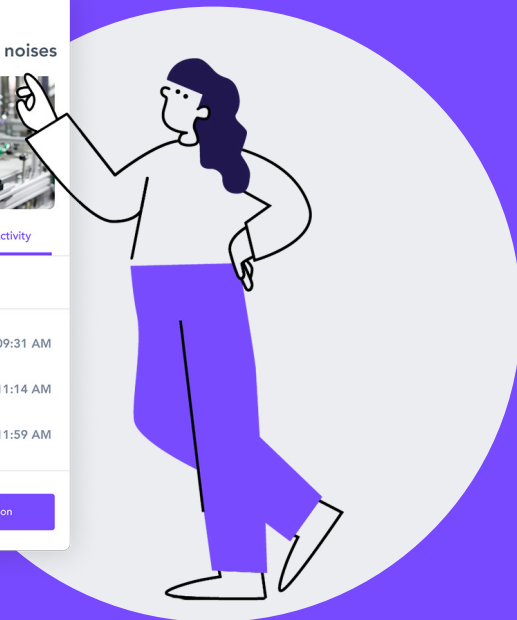
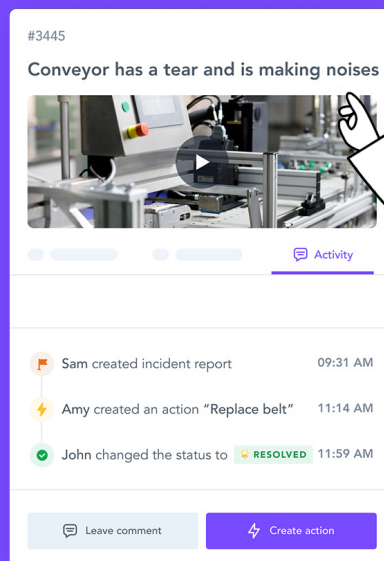


Our Mission

Zaptic's mission is to improve the lives of frontline workers by supporting safety, autonomy, productivity, and continuous learning in frontline jobs.

Our Product

The only connected worker platform that covers the **what**, **when** and **how** of operational execution.



Zaptic is a **connected worker** platform providing job instruction and collaboration for frontline teams and a no-code toolkit designed to accelerate digital transformation of daily operations.

**Tasks, problem
solving and
learning in
one place
for **frontline
workers.****

Our Product Philosophy

Customer Driven

Since 2015, we've collaborated closely with world class manufacturers to build a product that empowers workers with the information and tools they need to do their jobs safely, efficiently and effectively, and to drive operational excellence for the organisation. Zaptic has been developed with and for our users and always will be.



Simplicity for workers

The experience of workers is at the centre of everything we do. We know that in the midst of a busy shift, workers need the simplest User Experience possible. We want them to be able to create and validate their own content. We know it has to leverage the look and feel people are accustomed to in daily use of their personal smart devices and we know that asking workers to use lots of apps for different use cases doesn't do this well. Zaptic provides workers with a single pane of glass for all operational execution needs.

Flexibility

To provide a single pane of glass to workers, Zaptic has a powerful no code workflow authoring toolkit. We are able to digitise practically any operational workflow for execution in a single application, including multi-user / asset / shift workflows. Unlike implementations of traditional systems (e.g. ERP or MES), Zaptic can be deployed in a quick and agile way, machine by machine, line by line or site by site, according to the needs of the customer.

Interoperability

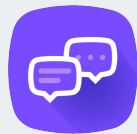
Closing the "last information mile" with a single pane of glass for operational execution also means integrating to the wide array of corporate systems scattered around the supply chain. To achieve this we built a configurable data model which can be mapped onto customer's data structures, and an API which supports the creation of custom integrations quickly and easily.

Enterprise ready

To truly maximise the benefits of connecting workers, we want Zaptic to be deployed everywhere, enabling data collection, knowledge sharing and standardisation in all areas of operation and across sites. This requires a platform that meets the most stringent IT security requirements, that scales, and can be used in all languages

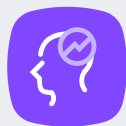


Functionality Overview



1. Shop Floor Collaboration

Zaptic's collaboration functionality provides pre-configured, best practice workflows to quickly establish strong digital daily management routines.



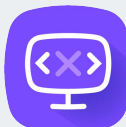
2. Knowledge Management

Knowledge management gives users on-demand access to work instruction when they need it. This suite of capability covers the creation of digital work instruction, organisation and sharing of this content to make available to workers.



3. Skill Management

Skill management is the creation of structured skills programmes for customers to track the skill level of the workforce. This helps to to manage the progression of workers as well as ensuring legal compliance.



4. Task Management

Task management is built to digitise shop floor activity. The capability includes data capture, scheduling, escalation/issue management and data management.

0.1. Shop Floor Collaboration in Zaptic

The image displays two overlapping screenshots of the Zaptic 'RAISE A DEFECT' form. The background is a large purple circle.

Mobile App View (Left):

- Header:** 9:41, RAISE A DEFECT, Done
- Describe the issue:**
 - Priority:** You can select one option. Options: High (red traffic light), Medium (yellow traffic light), Low (green traffic light).
 - Type of safety issue:** You can select one option. Options: No time (clock), Machine down (warning triangle), Other (gear).
- Resolution:**
 - Can you solve this by yourself? You can select one option.
 - Yes

Web View (Right):

- Header:** Health & Safety / Raise a defect, Preview
- Navigation:** Steps, Schedule, Triggers, Settings
- Describe the issue:**
 - Describe the issue (text input)
 - Type of tag:**
 - Quality (star icon)
 - Safety (hard hat icon)
 - Basic condition (checklist icon)
 - Add content
- Settings:**
 - Description of content
 - Require a response
 - Set response as report title

01. Shop Floor Collaboration

Reach true communication, direction and accountability to ensure you achieve results in every shift. Zaptic's collaboration functionality provides pre-configured, best practice workflows to quickly establish strong digital daily management routines.

Zaptic Core Capabilities:

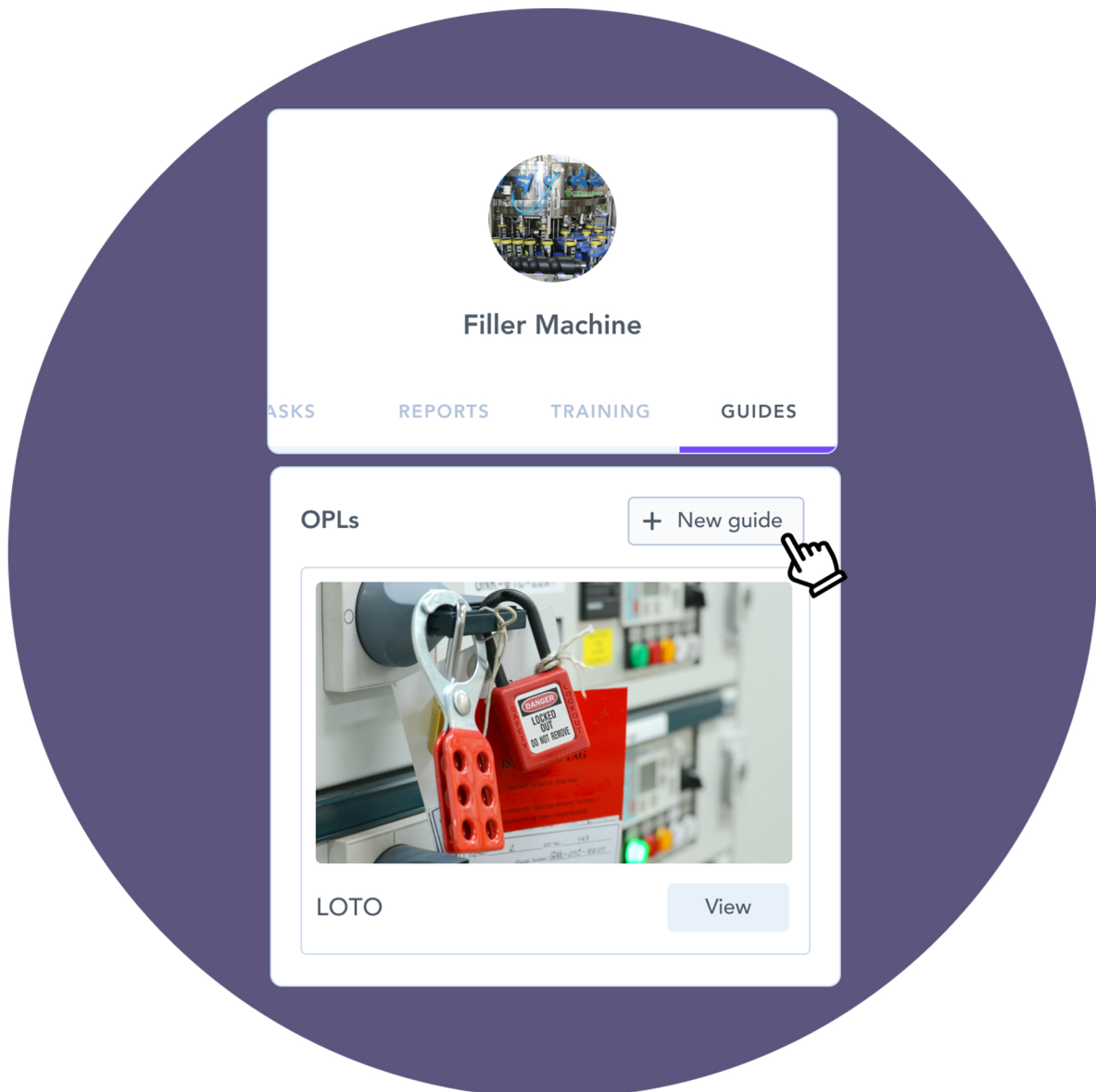
- Issue escalation to capture issues (safety, quality, reliability) and improve problem solving (5W2H, 5WHY)
- Shift Handover functionality for shift logs, news feeds, task managers and SIM boards
- Action tracking to create, view and complete actions by team or individuals
- Communication functionality for site news feeds, posting updates, commenting / communication and to see issues
- Multi-lingual support with over 20+ languages supported within the application

This Provides Customers with:

- Visibility of issues and accountability for actions
- 2x faster issue resolution
- Reduced time spent at shift changeover
- The ability to fix defects before they become losses



0.2. Knowledge Management in Zaptic



02. Knowledge Management in Zaptic

Capture and curate a knowledge base of digital work instructions, tied to assets, tasks or procedure steps, providing easy access to contextually relevant guidance on the shop floor.

Zaptic Core Capabilities:

- Create step-by-step guides No-code creation of digital work instruction with text and media
- Scan QR Code Access work instruction on-demand by scanning a QR code
- Search Search for content by text to access ad-hoc
- Comment & Feedback Comment and ask questions against work instruction
- Annotate images Add text & shapes to images to callout key information
- Content Repository View and organise work instruction to maintain accessibility
- Cross-site sharing [Roadmap] Share content between sites in a structured & controlled way
- Call an expert [Roadmap] Asset & work process based link to call an expert
- Automatic Translation [Roadmap] Automatically translate content for users
- Version Control Manage and control versions with approval workflows

This provides our customers with:

- Standardise and centralise operational knowledge
- Easier to create, maintain and distribute up to date standards
- Reduce knowledge loss
- Easier for workers to access, follow and retain work instruction
- Better standard work adherence
- Reduce man and method losses
- Re-application of best practices
- Faster time to competency
- Reduction time top competency
- Reduce off the job training effort / cost.



0.3. Skill Management in Zaptic



03. Skill Management in Zaptic

Continuous learning on the job.

Create, assign and track completion of required work instruction and training modules. Workers gain quick access to work instruction – through scan or search – supporting self directed, on the job learning.

Zaptic Core Capabilities:

- Create e-learning modules Use multimedia to create an e-learning module for users
- Role Assignment Assign skills by role & area through teams
- Scheduling Schedule training as one-off or recurring to track compliance
- Skill Matrices View skill matrices by role and by procedure
- Role based sign-off [roadmap] Notify managers when operators need to be signed off for skills
- Skills Cards [roadmap] Give workers a view of their skills and progression plan
- Onboarding [roadmap] Assign skills to new starters based on role creating a starter checklist
- Edit and Overwrite [roadmap] Set and overwrite skill levels to prompt re-qualify or progression

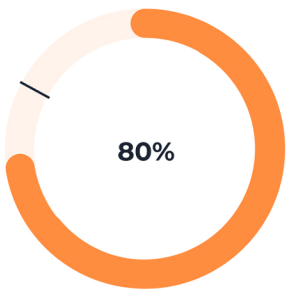
This provides our customers with:

- Faster onboarding = faster time to productivity
- Lower training costs with less
- Visibility on effectiveness of training content
- Identify and close skill gaps faster
- Ease training compliance
- Improved engagement and retention
- Reduction in man and method losses = better safety, quality and OEE



0.4. Task Management in Zaptic

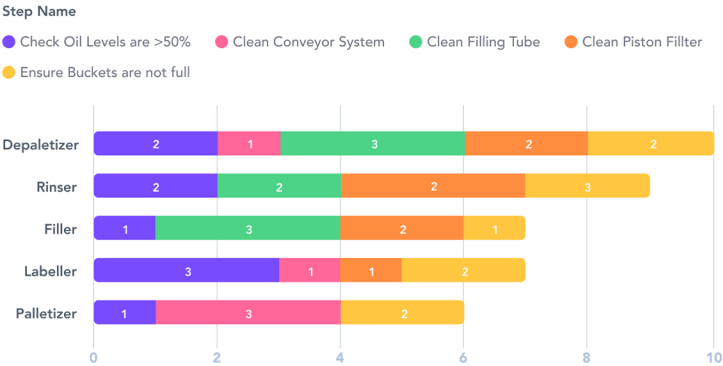
Overall Compliance Rate



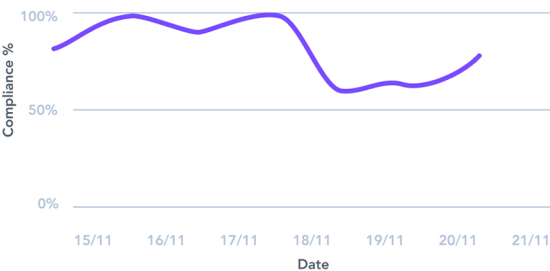
Compliance by Machine

LINE	MACHINE	MISSED STEPS	COMPLETION %	COMPLETI
Line 1	Filler	Clean Filling Tube	100%	332
Line 1	Rinser	Clean Filling Tube	70%	221
Line 1	Palletizer	Clean Filling Tube	0%	345
Line 1	Shrink Machine	Clean Filling Tube	100%	432

Missed Steps by Machine



Compliance by date



04. Task Execution In Zaptic

Guide shopfloor operators through tasks ensuring standard work procedures are followed. Assign and monitor task execution with automated escalations and traceability to drive adherence, speed up resolutions and aid audit preparedness.

Zaptic Core Capabilities:

- No Code Workflows Drag and drop creation of workflows with data capture, display and WI
- Digital Forms Capture capability for: Numeric, Text, Selection and Images
- Issue Escalation & Resolution Flag issues and exceptions with rule-based escalation & notification
- On-demand Access and start tasks on-demand without needing a schedule
- Multimedia data capture Attach photos & videos with support for uploading from the gallery
- Basic Scheduling Schedule task based on a calendar or one-off
- Conditional Logic Branch workflows based on inputs from the user
- Shared Team Work Collaborate on task completion across people & shifts
- Multi-user editing Support for multiple users to work on the same task at the same time
- Embedded Analytics Customisable and embedded analytics to visualise information

This provides our customers with:

- Standard work adherence
- Removal of silos and improved communication / awareness
- Replace paperwork and manual data handling with automated reporting
- More accurate execution / less human error
- Faster reactions and resolutions
- More visibility on work process
- Dark data uncovered for improvements
- Automated audit trail

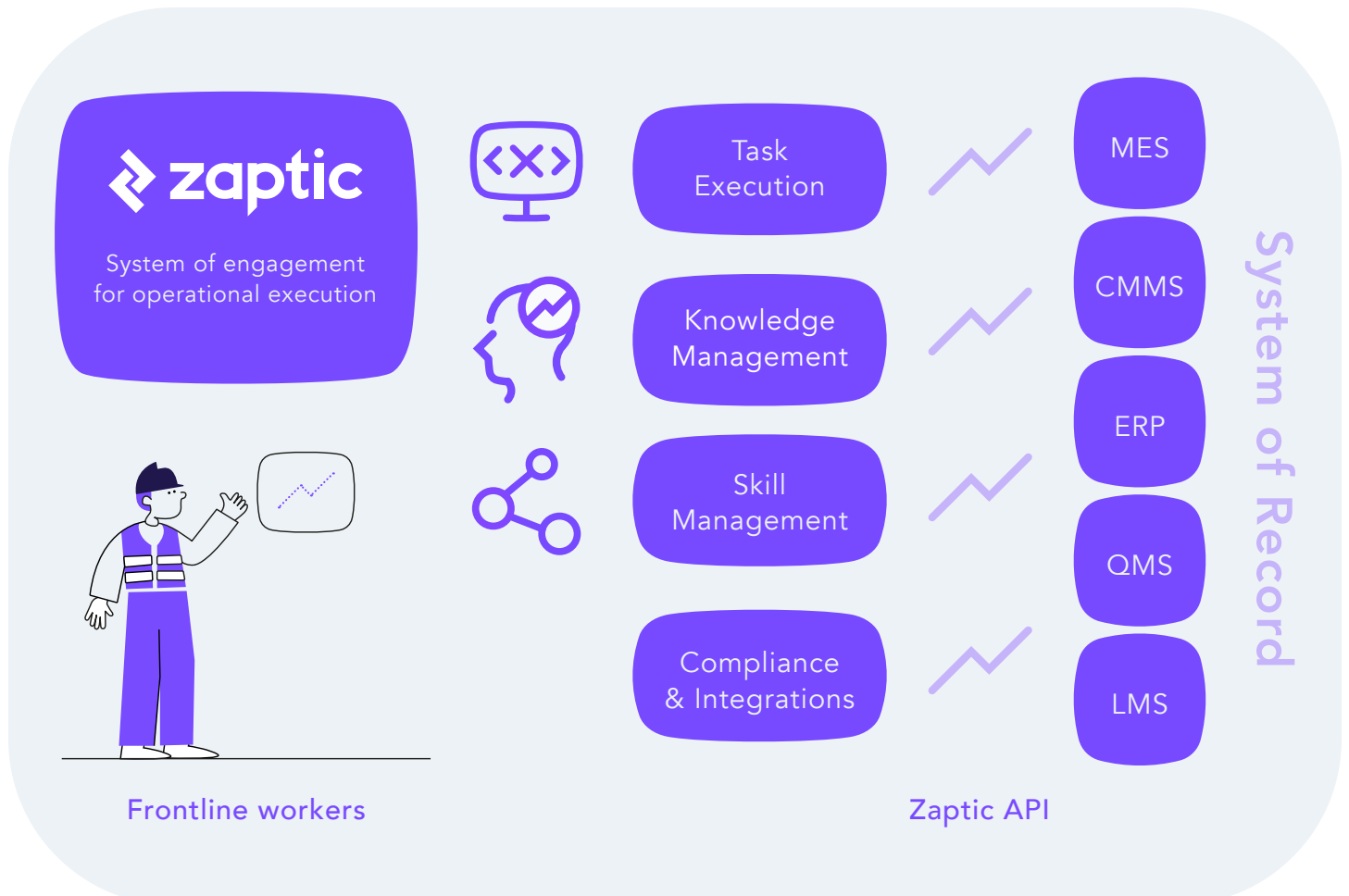


Integrations



Integrate Zaptic with Core IT systems

Zaptic's API supports the creation of custom integrations quickly and easily. We have a growing list of out the box connectors to common systems.



Enterprise Features

Service Organisation
Controls (SOC)
2 Type compliant

Single Sign-on
(SSO)

Offline
support

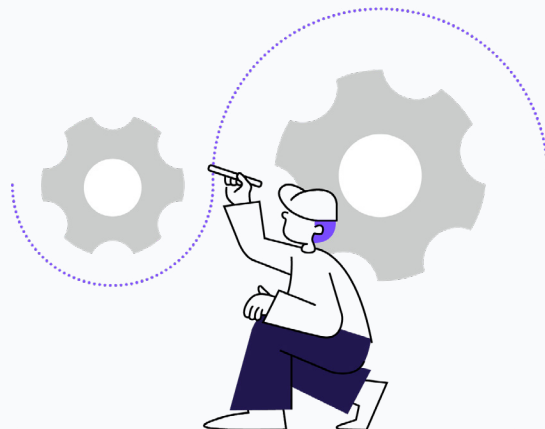
Internationalisation
>20 languages

Electronic signatures
conforming to FDA
CFR Part 11

Device agnostic
(iOS, Android,
Windows)

Augmented
Reality (AR) and
Virtual Reality (VR)
(currently in R&D)

Artificial
Intelligence (AI)
based recommendation
engines (currently in
R&D)



Use Cases in Zaptic

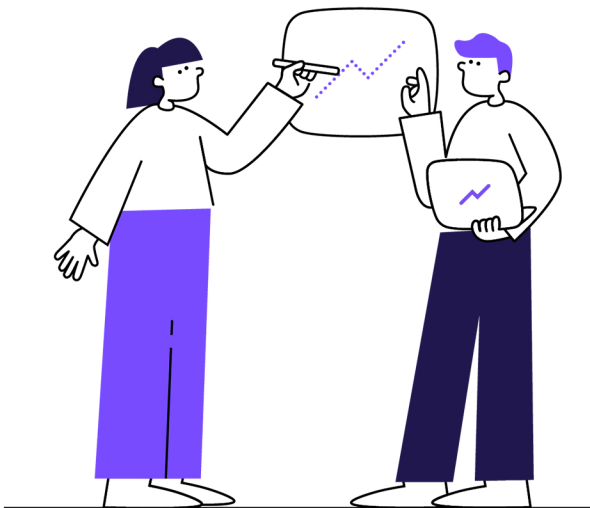
Now that you've had a deeper dive into Zaptic's features, you'll appreciate the wide array of use cases in which Zaptic can be used to connect workers and go paperless in frontline operations.

The use cases our customers choose are typically aligned to their continuous improvement programs (e.g. daily management systems including CILs, defect handling, safety observations etc), and focused on their biggest loss areas.

Use Cases in Zaptic

- 5s Audits
- Centrelines
- Clean, Inspect & Lubricate
- Daily Meeting & Shift Handover
- Defect Handling
- Safety Observations
- Start Up Checks
- Action Tracking (CAPAs)
- Audits & CAPAs
- Automated EHS Reporting
- Behaviour Based Safety Observations
- Dynamic Risk Assessments
- Energy & Sustainability Monitoring

- Hazard, Near Miss & Accident Reporting
- Permit to Work Audits
- SOPs Safety Systems of Work
- Skills Requirments & Compliance
- Action Tracking
- One Point Lessons
- Kaizen
- Leadership Boards
- Root Cause Analysis
- Complete Work Orders
- Create Notifications - Work Orders
- Planned Maintenance



Use Case Templates

In addition to being able to digitise their own workflows with no code authoring, customers can jumpstart their deployments by adopting Zaptic's growing list of ready made use case templates spanning safety, asset care, quality, focused improvement and more.



// Zaptic came out as the right solution for us in terms of flexibility and the capability for global roll out. Crucially, our people chose Zaptic as the solution due to user friendliness. **//**

Carlos Zaramello
Senior Director

Continuous Improvement
Carlsberg Excellence

Deployment approach

Successful connected workforce transformations require both a feature complete connected worker platform, as well as carefully planned and well executed deployment. Our recommended deployment approach is a phased process designed to accelerate adoption, and shorten time to value.



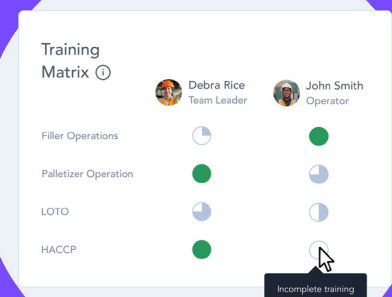
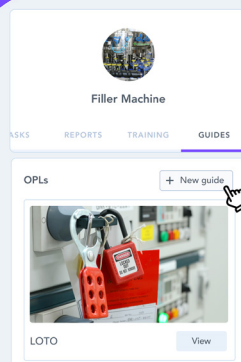
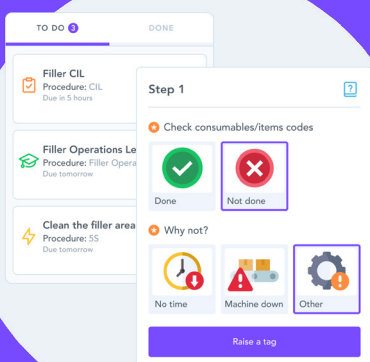
The Connected Worker Journey

A Phased adoption approach for quick time to value

Step 1: Move daily workflows out of paper, spreadsheets and tribal knowledge. Establish daily usage for routine workflows and capture problem solving in the software.

Step 2: Using the knowledge and best practices captured in step 1, curate and create an operational knowledge base.

Step 3: Leverage the knowledge base to streamline training and skill management.





It's easy to
get started,
and we're
with you
every step
of the way.

No Prerequisites

- No installation. Just download the connected worker app onto mobile devices.
- No special hardware prerequisites, support for iOS, Android and Windows.
- Digitise and embed daily management systems in 3-6 months.

Guided Deployments

- Establish a proof of concept at a pilot site in 2-3 months. Roll out to more sites in 3-4 weeks per site.
- Our team guides you through the set up based on configuration of workflows, structure and content.
- Fast-track with ready made templates and / or configure your own.

Enable Customer Self Sufficiency

- Ongoing customer success support and no code platform enable customer expansion and change management.
- Engage our services team for more hands on support, or even "managed delivery", of projects and integrations.

The Connected Worker Platform that Accelerates Transformation Results



Email contact@zaptic.com to book a demo and
discovery call with a product specialist

